



STIC Search Report ***EIC 3600***

STIC Database Tracking Number: 185705

**TO: Examiner Robert Pond
Location: 5D01
Art Unit: 3625
Tuesday, April 18, 2006
Case Serial Number: 09/988672**

**From: Ginger Roberts DeMille
Location: EIC 3600
KNX 4B59
Phone: 2-3522
Ginger.demille@uspto.gov**

Search Notes

Dear Examiner Pond:

Please find attached the results of your search for 09/988672.

The search was conducted using the mandatory database lists for Business Methods.

These other sources were also used: Internet

If you have any questions, please do not hesitate to contact me.

Thanks for using EIC3600!

Ginger



STIC EIC 3600 Search Request Form

185705

Today's Date:

4/18/06

Class/Subclass

705/26-27

What date would you like to use to limit the search?

Priority Date:

2/10/01

Other:

Name

Rob Pond

AU

3625

Examiner #

78748

Room #

5D01

Phone

2-6762

Serial #

09/988,672

Format for Search Results (Circle One):

PAPER

DISK

EMAIL

Where have you searched so far?

USP

SWPI

EPO

JPO

ACM

IBM TDB

IEEE

INSPEC

SPI

Other

Proquest/Dial

Is this a "Fast & Focused" Search Request? (Circle One) YES NO

A "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC3600 and on the EIC3600 NPL Web Page at <http://ptoweb/patents/stic/stic-ic3600.htm>.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

① User/consumer calls shopping service and creates a password.

② Shopping service stores password.

③ User hangs up

④ Shopping service calls user back & requests the password

Callback/dialback system that allows the user to create the password. See Figs. 2 & 3A

STIC Searcher

Phone

Date picked up

Date Completed





STIC Search Results Feedback Form

EIC 3600

Questions about the scope or the results of the search? Contact *the EIC searcher* or *contact:*

Karen Lehman, EIC 3600 Team Leader
KNX 4A58, 571-271-3496

Voluntary Results Feedback Form

- I am an examiner in Workgroup: Example: 3620 (optional)
- Relevant prior art **found**, search results used as follows:
- ☐ 102 rejection
 - ☐ 103 rejection
 - ☐ Cited as being of interest.
 - ☐ Helped examiner better understand the invention.
 - ☐ Helped examiner better understand the state of the art in their technology.

Types of relevant prior art found:

- ☐ Foreign Patent(s)
 - ☐ Non-Patent Literature
(journal articles, conference proceedings, new product announcements etc.)
- Relevant prior art **not found**:
- ☐ Results verified the lack of relevant prior art (helped determine patentability).
 - ☐ Results were not useful in determining patentability or understanding the invention.

Comments:

Drop off or send completed forms to EIC3600 PK5 Suite 304



? show files;ds

File 348:EUROPEAN PATENTS 1978-2006/ 200615
 (c) 2006 European Patent Office
 File 349:PCT FULLTEXT 1979-2006/UB=20060413,UT=20060406
 (c) 2006 WIPO/Univentio
 File 15:ABI/Inform(R) 1971-2006/Apr 18
 (c) 2006 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2006/Apr 18
 (c) 2006 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2006/Apr 18
 (c)2006 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2006/Apr 17
 (c) 2006 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2006/Apr 18
 (c) 2006 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2006/Apr 17
 (c) 2006 The Gale Group
 File 20:Dialog Global Reporter 1997-2006/Apr 18
 (c) 2006 Dialog
 File 476:Financial Times Fulltext 1982-2006/Apr 19
 (c) 2006 Financial Times Ltd
 File 610:Business Wire 1999-2006/Apr 18
 (c) 2006 Business Wire.
 File 613:PR Newswire 1999-2006/Apr 12
 (c) 2006 PR Newswire Association Inc
 File 24:CSA Life Sciences Abstracts 1966-2006/Mar
 (c) 2006 CSA.
 File 634:San Jose Mercury Jun 1985-2006/Apr 17
 (c) 2006 San Jose Mercury News
 File 636:Gale Group Newsletter DB(TM) 1987-2006/Apr 17
 (c) 2006 The Gale Group
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 13:BAMP 2006/Apr w2
 (c) 2006 The Gale Group
 File 75:TGG Management Contents(R) 86-2006/Apr w2
 (c) 2006 The Gale Group
 File 95:TEME-Technology & Management 1989-2006/Apr w3
 (c) 2006 FIZ TECHNIK

Set	Items	Description
S1	1104018	(CALL OR CALLS OR CALLING OR DIALING)(5N)(SYSTEM OR SERVICE OR STORE OR SHOP OR MALL OR ESTABLISHMENT OR SERVER)
S2	2974441	PASSWORD OR (PASS OR SECRET OR AUTHENTICAT? OR TEMPORARY)(-) (WORD OR CODE) OR PASSCODE OR CODE
S3	75749	(CALL OR CALLING OR CALLS OR DIAL?)() BACK OR CALLBACK OR D-IALBACK OR (RECEIV? OR MAKE? OR MAKING OR MADE)(2N)(RETURN OR RESPONSE)() (CALL OR BACK)
S4	150682	(HANG?)() UP OR HANGUP OR PUT?() DOWN OR TERMINAT? OR END? ?)-(3N)(RECEIVER? OR PHONE OR CALL)
S5	8474	(USER OR CUSTOMER OR CALLER OR INDIVIDUAL OR SHOPPER OR BU-YER OR CONSUMER OR CLIENT)(6N)S4
S6	138964	(CREAT? OR SELECT? OR CHOOS? OR GENERAT? OR INPUT?)(3N)S2
S7	1228	S1 AND (S2 OR S6) AND S3 AND (S4 OR S5)
S8	2002	S2 AND S3 AND S4
S9	774	S8 NOT S7
S10	75	S1(30N)(S2 OR S6)(30N)S3(30N)(S4 OR S5)
S11	343	S2(30N)S3(30N)S4
S12	356	S10:S11
S13	72	S12 FROM 348,349
S14	284	S12 NOT S13
S15	127	S14 NOT PY>2001
S16	81	RD (unique items)
S17	54	S13 NOT PY>2001
S18	56	S13 NOT AD>2001

? t16/3,k/all; t18/3,k/all

16/3,k/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01120092 97-69486
New technology spans the world
McGrath, Neal
Asian Business v31n10 PP: 62-65 Oct 1995
ISSN: 0254-3729 JRNL CODE: ABN
WORD COUNT: 2067

...TEXT: the telecoms industry.

The fact is that if someone in China wants to use a **callback** service, there's nothing the MPT can do to stop it.

The service works like this: Once you have set up an account with the **callback** company, all you do is dial a number in the US, let the **phone** ring once and **hang up**. The company's computer calls you back. You answer and are automatically plugged into the US network.

Consumers love **callback** services because they are 40% to 50% cheaper than local telephone companies. Monopolies hate them...

...Unfortunately, the regulators are powerless to stop these scrappy new competitors. Blocking calls to the **callback** number is not feasible because each customer has a different access telephone number. Regulators could try blocking out the entire area **code** where the **callback** company operates, but the company could just move its switching equipment to...

16/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00970194 96-19587
A cleft in the armour
McGrath, Neal
Asian Business v31n2 PP: 26 Feb 1995
ISSN: 0254-3729 JRNL CODE: ABN
WORD COUNT: 849

...TEXT: are doing inside, and no one guarding the exit.

Another form of security is the **dialback** system. The caller enters his ID and **password**, the system looks up the user's **phone** number, **hangs up** and then **calls back**. But this can also be defeated by programs that keep the line open, mimic a dial tone and then 'answer' after the **system** has finished **dialing**. The computer thinks it has hung up and called back the person at home, but...

...the user inserts a card or other token into his computer and then enters a **password**. Without the card, hackers can't get into the system.

Of course, making sure that...

16/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00937989 95-87381
Ready to rope a remote access deal?
Miller, Mark
Network World v11n46 PP: 66-87 Nov 14, 1994
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 4744

...TEXT: high-end products is the type of security mechanism used. Authentication protocols such as Kerberos, **Password Authentication Protocol (PAP)** or **Challenge Handshake Authentication Protocol (CHAP)** are used internally or in conjunction...

...system to make sure only authorized personnel can reach the LAN.

Other security options include password encryption and dialback methods in which remote users enter a password, hang up and wait for the remote access device to call them back.

High-end products are also a bit more manageable via the Simple Network Management Protocol or a...

16/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00933219 95-82611
FCC approves international callback
Crowe, Thomas K
Telecommunications (Americas Edition) v28n9 PP: 30 Sep 1994
ISSN: 0278-4831 JRNL CODE: TEC
WORD COUNT: 1012

...TEXT: Inc., and Discount Call International Co. (DCI) to resell international public switched services to provide callback services. From a legal standpoint, callback operators are classified as resellers since they obtain capacity in bulk from underlying carriers such...

...or US Sprint over which to provide service.

The three companies granted authority to provide callback service all proposed to offer a "code calling" or uncompleted call signalling service. In "code calling," the foreign customer places a direct dial call to the callback provider's U.S. telephone number. The caller is instructed to let the phone ring a specified number of times, then hang up before the call is completed. Although the call appears to be an abandoned call on the network, the...
...then complete calls to anywhere in the world at comparatively cheaper U.S. outbound rates.

"Code calling" is contrasted with "completed call callback" services. These services involve completed calls placed to the callback provider's operator or computer in the U.S. The overseas caller is prompted to...

...again generating U.S. dial tone.

The FCC's recent action specifically approved applications involving "code calling" where the overseas call is used to merely signal the callback provider's switch...

16/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00909862 95-59254
wireless services to share wireline profits
Anonymous
Communications v31n8 PP: 10 Aug 1994
ISSN: 0010-356X JRNL CODE: CMN
WORD COUNT: 376

...TEXT: Personal Communications Card(TM) from Uni-Net containing a personal 800 number and a security code providing access to the Glenayre MVP System.

A subscriber uses the 800 number and security code to dial into the voice mail system to leave or retrieve messages or faxes. If...

...number.

SUBSCRIBER, CARRIER BENEFIT

"For the subscriber, this is a tremendous convenience, providing one-number

service and ease of call - back without having to repeatedly hang up the phone and call different numbers, adding a credit card number each time," according to Ray Ardizzone, Glenayre's...

16/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00904550 95-53942
Remote access
Huxford, David C
Journal of Financial Planning v7n3 PP: 101 Jul 1994
ISSN: 1040-3981 JRNL CODE: JFN
WORD COUNT: 880

...TEXT: it to be the fastest package and one of the easiest to use. It has password protection to prevent others from getting into your office system. It also can be made to hang up when you call in and call back to a preset phone number before allowing a connection. This ensures that only calls from...

16/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00781096 94-30488
Remotely speaking - Remote LAN access buyer's guide
Miller, Mark A
Network World v10n43 PP: 43-52 Oct 25, 1993
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 3980

...TEXT: to maintain.

There are other options for securing the headquarters LAN, starting with logon and password protection at the remote access server itself. Cryptographic handshakes make a calculation at the client and server ends, and both must match in order for access to continue.

Dial - back techniques accept the client's call, then disconnect the line and initiate another call from the server end. This feature is useful for reversing the phone charges and enabling the company to pay...

...call number.

Novell's and Shiva's products are exceptions, however, because they accept Roving Callback numbers. Subnet filtering, available on Telebit's products, places fire walls between subnetworks and the...

16/3,K/8 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00722384 93-71605
Callback services offer users steep discounts
Langner, Mark
Network world v10n25 PP: 28 Jun 21, 1993
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 490

...TEXT: of traffic is legitimizing the industry.

AT&T, one of the most vocal opponents of callback, just signed a \$21 million three-year deal to provide Viatel with overseas communications services.

callback works quite simply. A caller in a foreign country dials a telephone number to connect with a callback provider's switch. Most callback providers are set up so the customer lets the phone ring twice

and hangs up . The switch dials back a predetermined number in the foreign country and provides the customer with U.S. dial...

...toll-free services are available, customers dial the toll-free access number, enter an authorization code and make calls internationally. "It's really call forwarding, not callback ," said Viatel's Varsavsky. whatever it is, the savings for users can be substantial.

For...

16/3,K/9 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00713467 93-62688
Lining up the other solutions
Gibbs, Mark
Network World v10n22 PP: 53 May 31, 1993
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 577

...TEXT: DataCom Company, Inc. provides modems that support callback in variable, fixed or passthrough modes and password protection. The company offers DES encryption on models that are available in both external and...

...not match any of the entries in a database of previously defined numbers, the product terminates the call .

In addition, Compusafe features personal identification number validation, time of day and day of week access restrictions, and a user validation system that QTI calls Random Password Generator , which is similar to DES challenge/response systems.

For Digital Equipment Corp. VAX/VMS systems, Raxco, Inc. offers DialBack , a unique software-only dialback management solution. Working with standard VAX/VMS configurations, DialBack provides fixed dialback , password protection and audit trails.

Millidyne, Inc.'s Sequel and Auditor systems support callback in variable, fixed or passthrough modes and password protection for two to 128 lines. Sequel sits between the modem and the host, while...

...and extensive auditing facilities. Auditor also offers service masking, which requires callers to enter a code that must match one held by the security system.

UDS/Motorola's GlobalView modem management...

16/3,K/10 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00713466 93-62687
Dialing for data
Gibbs, Mark
Network World v10n22 PP: 51, 53 May 31, 1993
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 2280

...TEXT: caller's system generate an encrypted response to a challenge issued by the host, and call back support, a technique in which the modem hangs up after an incoming call and dials the caller back.

The NCSA found all four products offer a form of...

...caller to enter some form of identification--a user name or ID and, optionally, a password . This is in addition to the host system's access controls.

More complex user authentication...

16/3,K/11 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00691186 93-40407
When going the extra mile is not enough
Dodd, Annabel
Network World v10n15 PP: 49, 52 Apr 12, 1993
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 1826

...TEXT: Republic, popular locations for hackers to call.

THE END AROUND

The firm is also using **dialback** modems to guard against hackers using a modem and ASCII terminal to break into remote maintenance ports used to configure and program PBXs and voice mail systems. **Dialback** modems make access to maintenance ports more difficult.

These modems require incoming callers to enter a **password**. Once the **password** is entered, the modem automatically **terminates** the call. The **dialback** modem then consults its memory to verify the **password**, finds the phone number associated with that **password** and **calls back** the remote modem. This provides an extra layer of security and allows access only to...

16/3,K/12 (Item 12 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00614113 92-29216
Plugging the Leaks in Data Networks
Powell, Dave
Networking Management v10n6 PP: 29-32 May 1992
ISSN: 1052-049X JRNL CODE: TPT
WORD COUNT: 3292

...TEXT: call them instead of you. To help block this, some call-back modems require a **password** before they let you get in."

But let's say you've also given your **password** (or your SecureID card) to your hacker partner. Managers can combat this ploy by isolating networks from **call - back** modems. This is not as self-defeating as it sounds. Callers would be limited to...

...and data resources would be kept physically separate. "At NCR," adds Eaton, "a switch front- ends the **call - back** modems. When you call in, you must enter a **password**. The modem disconnects and **calls back**. The front-end switch then asks for a second **password** before it lets you into the network."
Another important transmission device that can be made...

16/3,K/13 (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00608712 92-23815
Local Area Network Management: What You Need to Know
Wood, Lamont
Modern Office Technology v37n4 PP: 56-60 Apr 1992
ISSN: 0746-3839 JRNL CODE: MOP
WORD COUNT: 2315

...TEXT: no passwords or with obvious ones, to track on-line times (if a secretary's **password** is being used at 3 a.m., there's cause for an investigation), and to...

...failed log-on attempts.

For remote access through a modem, there should not only be password protection, but added security such as a call - back device, which hangs up on the caller and then calls back --and will not return the

16/3,K/14 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

09186544 Supplier Number: 80116994 (USE FORMAT 7 FOR FULLTEXT)
Toshiba Strata CS Release 4.0 Server-Based Business Communication System
Receives Rave Reviews From Early Users.
Business Wire, p0072
Nov 16, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1622

... important clients, to their cell or home phone numbers, and users can even set up password protection so that a call isn't inadvertently answered by someone else, such as a...

...me' rules."

Because the service staff is often out in the field, they utilize the system's "call - back" feature to access their messages and return phone calls simply by making one call. They...

...Strata CS from their cell phones and can listen to their messages and return each call, without hanging up, and then go to the next message in queue.

"The 'call - back' feature makes it quick and easy for us to get our calls remotely, return calls...

16/3,K/15 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

09136837 Supplier Number: 79578974 (USE FORMAT 7 FOR FULLTEXT)
CTI Management to Highlight Clinical Trial Results Presented at
NCI-AACR-EORTC.
PR Newswire, pNA
Oct 31, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 127

... Live audio webcast at
www.cticseattle.com
Archived for post listening
approximately 2 hours after call ends
Call - Back Numbers for Post Listening:
1-888-203-1112 (US Participants)
+1-719-457-0820 (International)
Entry code : 462039
MAKE YOUR OPINION COUNT - Click Here
<http://tbutton.prnewswire.com/prn/11690x52534745>

16/3,K/16 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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09091456 Supplier Number: 79237033 (USE FORMAT 7 FOR FULLTEXT)
Cell Therapeutics Management Conference Call.
PR Newswire, pNA
Oct 18, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 112

... Live audio webcast at
www.cticseattle.com
Archived for post listening
approximately 2 hours after call ends
Call - Back Numbers for Post Listening:
1-888-203-1112 (US Participants)
1-719-457-0820 (International)
Entry code : 778134
MAKE YOUR OPINION COUNT - Click Here
<http://tbutton.prnewswire.com/prn/11690x41087563>

16/3,K/17 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

08761147 Supplier Number: 75999423 (USE FORMAT 7 FOR FULLTEXT)
Media Alert . . . Media Alert . . . Media Alert.
PR Newswire, pNA
June 28, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 367

... the live news conference can stay on the line and be transferred to
the teleconference call , or may hang up and dial back in to the
same number.

(Photo: <http://www.newscom.com/cgi-bin/prnh/20000822/MSFTLOGO...>

...only news conference, followed by two-way teleconference call)
Domestic (U.S.) (888) 930-9423 Pass code : Microsoft
International (630) 395-0275 Pass code : Microsoft
Reporters and editors should check
<http://www.microsoft.com/presspass/> for frequent updates from...

16/3,K/18 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

07843902 Supplier Number: 65492546 (USE FORMAT 7 FOR FULLTEXT)
Western Telematic Inc. Now Shipping the New NetReach Secure Rack Modem
-SRM-100-.
Business Wire, p2623
Sept 25, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 370

... communications equipment, the Secure Rack Modem (SRM).
The SRM will store up to 100 individual password and dialback
numbers in its non-volatile memory. Designed for remote sites, the SRM
always...

...assigned names for identification purposes. A phone number can also be
stored along with each password , which will be used when performing a
dialback . An audit feature tracks valid and invalid password
connections, duration of the connection and reason for call termination
, and will store the record in a buffer for viewing by the system
administrator.

The SRM is 19...
...inside Telco central offices or CLEC facilities. Customers will save
money by minimizing on-site service calls .

The SRM-100 lists for \$495 AC version and \$595 for DC (DC= Nebs
approval...

16/3,K/19 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

07266200 Supplier Number: 61717498 (USE FORMAT 7 FOR FULLTEXT)
Media Alert.
PR Newswire, pNA
April 3, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 410

... the live news conference can stay on the line and be transferred to the teleconference call or hang up and dial back in to the same number.

Call-In Information (listen-only news conference, followed by two-way teleconference call)

Domestic (U.S.) (888) 795-7093 Pass code : Microsoft

International (712) 271-3358 Pass code : Microsoft

Reporters and editors should check

<http://www.microsoft.com/presspass/> for more information from...

16/3,K/20 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06935651 Supplier Number: 58572892 (USE FORMAT 7 FOR FULLTEXT)
Microsoft Announces News Conference.
PR Newswire, p1295
Jan 13, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 357

... the live news conference can stay on the line and be transferred to the teleconference call, or may hang up and dial back in to the same number.

Call-In Information (listen-only news conference, followed by two-way teleconference call)

Domestic (U.S.) 888-795-7093 Pass code : Microsoft

International 712-271-0757 Pass code : Microsoft

Reporters and editors should check

<http://www.microsoft.com/presspass/> for frequent updates on...

16/3,K/21 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05186525 Supplier Number: 47914616 (USE FORMAT 7 FOR FULLTEXT)
FCC ACTIVITIES:In one of first actions against international callback services
Warren's Telecom Regulation Monitor, v2, n32, pN/A
August 18, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 119

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

In one of first actions against international callback services, FCC released orders Aug. 13 granting complaints by Philippine Long Distance Telephone (PLDT) against USA Global Link and Dialback USA for offering dialback service in Philippines, where it's illegal. Callback uses so-called "uncompleted call signaling" or "code -calling" in which telephone company gives foreign customer specific telephone number in U.S. and instructs customer to call number and hang up. Telephone company's switch then calls customer back at lower rates. FCC allows dialback as long as it's not offered in countries that ban it. It agreed with...

16/3,K/22 (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

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05183006 Supplier Number: 47909210 (USE FORMAT 7 FOR FULLTEXT)
TELEPHONY: FCC (1)
Communications Daily, v17, n157, pN/A
August 14, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 117

(USE FORMAT 7 FOR FULLTEXT)
TEXT:

In one of first actions against international callback services, FCC released orders wed. granting complaints by Philippine Long Distance Telephone (PLDT) against USA Global Link and Dialback USA for offering dialback service in Philippines, where it's illegal. Callback usesso-called "uncompleted call signaling" or "code -calling" in which telephone company gives foreign customer specific telephone number in U.S. and instructs customer to call number and hang up. Telephone company's switch then calls customer back at lower rates. FCC allows dialback as long as it's not offered in countries that ban it. It agreed with...

16/3,K/23 (Item 10 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04554312 Supplier Number: 46693969 (USE FORMAT 7 FOR FULLTEXT)
AT&T reverses policy on callback services
Communicationsweek International, p13
Sept 9, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 606

... its Kallback service out of the United States.
Previously, AT&T was publicly opposed to callback, but only because it was careful to distinguish between what it termed "call turnaround," in ...

...U.S. dialtone by first making a completed call to register a user number, and "code -calling arrangements," in which the caller hangs up the first call to the call turnaround firm's U.S. switch, which is able automatically to identify the callback applicant.

Both are call return services, which circumvent use of the local carrier's network...

16/3,K/24 (Item 11 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04421164 Supplier Number: 46486718 (USE FORMAT 7 FOR FULLTEXT)
Small Offices Get Big-Time Communications
Communicationsweek, n616, p74
June 24, 1996
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 669

... selection of convenient security options. On the client side, you'll have a choice of password security, including the Terminal Access Controller Access Control System, centralized 8235 user lists or even password aging. The Challenge Handshake Authentication Protocol and Password Authentication Protocol are supported for PPP connections, as are dial - back with Security Dynamics Inc.'s SecurID and Ace Server backup.

Central Management
And for those...

...8235 models are SNMP-manageable, letting you keep an activity log that records each incoming call from beginning to end, as well as any error

conditions that exist. The activity log can be easily exported...

16/3,K/25 (Item 12 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04303204 Supplier Number: 46307226 (USE FORMAT 7 FOR FULLTEXT)
SOLOCALL FROM SOLOPOINT ENSURES YOU'LL NEVER MISS 'THE CALL'
PR Newswire, p415SJM001
April 15, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 737

... the frustration of one-way routing into a communication "dead end" where callers have to hang up and call back. SoloCall lets callers easily navigate backwards and forwards through menu choices. Smart ID lets you control who can reach you and who can't. It lets you assign code numbers to top priority parties. When clients, customers, important colleagues or loved ones call in, they have a code that lets them bypass your voice mail or answering machine and reroute their calls directly...

16/3,K/26 (Item 13 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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03344709 Supplier Number: 44631233 (USE FORMAT 7 FOR FULLTEXT)
Call-back providers win the FCC's seal of approval
Telecom Markets, pN/A
April 28, 1994
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 517

... 224/3). The three companies each applied for the right to offer a form of call - back known as "code -calling". Customers dial the US number of the call - back provider from their overseas location, then hang up without the call being answered. The call back provider traces the caller's number, returns the call, and provides them with an open...

...effectively originates in the USA and is thus charged at cheap rates. The sophistication of call - back systems varies from manual resale, where the customer's call is physically answered, to "Toll-Free Access" where the user calls a freephone number to access the call - back service (Telecom Markets, 229/5). The FCC decided that the public interest was best suited by...

16/3,K/27 (Item 14 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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03317963 Supplier Number: 44586460 (USE FORMAT 7 FOR FULLTEXT)
LAN Callback
Communicationsweek International, p2
April 11, 1994
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 373

... ISDN product support office. where calling-line identification is unavailable, routers can use a proprietary password authorization protocol to identify the location of a call, hang up and call back. In the international telephone market, variations of callback have produced a segment of about \$700 million that is now growing rapidly and pressuring...

...set more competitive tariffs.

Much in the same way, 'PTTs may not like this ISDN callback capability, but we think customers need it,' Spider's Collen said.

16/3,K/28 (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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02991005 Supplier Number: 44056497 (USE FORMAT 7 FOR FULLTEXT)
US Remains Option For International Calls 08/27/93
Newsbytes, pN/A
August 27, 1993
Language: English Record Type: Fulltext
Document Type: Newswire; General Trade
Word Count: 580

... can call from any phone. Subscribers call Telepassport's number in New York, let the phone ring twice, then hang up and wait for a call - back, at which point the authorization numbers and security codes are input, followed by the number the user wants to reach, including its country code. The system works using computers inside a phone switch, and a variety of languages can...

16/3,K/29 (Item 16 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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01257883 Supplier Number: 41461578
Modem Security Enforcer MSE-1
News Release, p1
July 30, 1990
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

...for safeguards. Upon outside modem access, the MSE-1 prompts for a user name and password (optional); after recognition, the call is terminated, and a restored telephone number assigned to the user is retrieved. This callback security feature cannot be defeated without being on site. The MSE-1 independently protects against...

16/3,K/30 (Item 17 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

01167476 Supplier Number: 41331061 (USE FORMAT 7 FOR FULLTEXT)
Softklone adds Takeover package
Computer Reseller News, p58
May 14, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 330

... or modified by others, according to Ackerman.
Security is provided through several features including automatic callback, password checking, activity log, optional reboot on call termination and the ability to disable the host screen, keyboard or both.
Using a character-based...

16/3,K/31 (Item 18 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

01065171 Supplier Number: 41182157 (USE FORMAT 7 FOR FULLTEXT)
FASTCOMM COMMUNICATIONS INTRODUCES DIAL-BACK SECURITY FOR BOTH V.32 AND 2400 BPS MODEMS
News Release, p1
Feb 20, 1990

Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 410

... If the caller's user name is not matched, the FDX 9696s or FDX 2448S terminates the call. If the name is on the authorized list, the FDX 9696S or FDX 2448S calls back on the user's telephone number.

The present FDX modem family is equipped with two level security including "hardware check" and "modem password" security. The hardware security can be used where similarly equipped FDX modems are originating calls to the host computer in an MNP mode. Modem password, which can operate independently of the hardware check, requires the originating modem's user to...

16/3,K/32 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08773510 SUPPLIER NUMBER: 18432988 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Small offices get big-time communications. (IBM 8235 series of remote-access servers) (First Look) (Hardware Review)(Evaluation)
Aubrey, David; Rist, Oliver
Communicationsweek, n616, p74(1)
June 24, 1996
DOCUMENT TYPE: Evaluation ISSN: 0746-8121 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 706 LINE COUNT: 00058

... selection of convenient security options. On the client side, you'll have a choice of password security, including the Terminal Access Controller Access Control System, centralized 8235 user lists or even password aging. The Challenge Handshake Authentication Protocol and Password Authentication Protocol are supported for PPP connections, as are dial - back with Security Dynamics Inc.'s SecurID and Ace Server backup. Central Management And for those...

...8235 models are SNMP-manageable, letting you keep an activity log that records each incoming call from beginning to end, as well as any error conditions that exist. The activity log can be easily exported...

16/3,K/33 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07541872 SUPPLIER NUMBER: 16273540 (USE FORMAT 7 OR 9 FOR FULL TEXT)
FCC approves international callback. (Regulatory Update)
Crowe, Thomas K.
Telecommunications, v28, n9, p30(1)
Sept, 1994
ISSN: 0278-4831 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1062 LINE COUNT: 00086

... Inc., and Discount Call International Co. (DCI) to resell international public switched services to provide callback services. From a legal standpoint, callback operators are classified as resellers since they obtain capacity in bulk from underlying carriers such...

...or US Sprint over which to provide service.

The three companies granted authority to provide callback service all proposed to offer a "code calling" or uncompleted call signalling service. In "code calling," the foreign customer places a direct dial call to the callback provider's U.S. telephone number. The caller is instructed to let the phone ring a specified number of times, then hang up before the call is completed. Although the call appears to be an abandoned call on the network, the...
...then complete calls to anywhere in the world at comparatively cheaper

U.S. outbound rates.

"code calling" is contrasted with "completed call callback" services. These services involve completed calls placed to the callback provider's operator or computer in the U.S. The overseas caller is prompted to...

...again generating U.S. dial tone.

The FCC's recent action specifically approved applications involving "code calling" where the overseas call is used to merely signal the callback provider's switch...

16/3,K/34 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07226328 SUPPLIER NUMBER: 15311280 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tools for remote LAN access. (security software and devices for restricting network access) (Buyers Guide)
Lindholm, Elizabeth
Datamation, v40, n7, p66(2)
April 1, 1994
DOCUMENT TYPE: Buyers Guide ISSN: 1062-8363 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 440 LINE COUNT: 00033

... the riffraff out.

The most straightforward method is to use some sort of dial-up/ call - back technique. Such products accept an incoming call, exchange a series of recognition signals, then hang up, call back to a known phone number where the user is and have that user log on with a password. Is managers have their choice of method: software that works with existing modems, specialized hardware...

...software that includes the feature as part of the overall package.

But the dial-up/ call - back technique has its limitations. It works best when all of the remote users are, say...

16/3,K/35 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06441559 SUPPLIER NUMBER: 13677876 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The FCC's hard line on international resale. (Federal Communications Commission) (Column)
Toth, Victor J.
Business Communications Review, v23, n4, p54(3)
April, 1993
DOCUMENT TYPE: Column ISSN: 0162-3885 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2541 LINE COUNT: 00209

... for the resale industry in the U.S. at both ends of an international 800 service and offer worldwide calling at relatively low U.S. international rates.

The service is available to both U.S...

...any telephone back to a switch based in the U.S. After entering an authorization code to verify the prepaid balance, the caller dials a destination number to anywhere in the...

...The debit switch processes the calls until the balance reaches zero, at which point the call is terminated until the user makes another prepayment.

However, the international settlements system treats the call transaction as two U.S.-originated calls--first as a toll-free international 800 call...

...problem and to the burden on U.S. international carriers.

AT&T claims that the callback operators are engaged in a form of network fraud

Ginger R. DeMille

More irksome, and potentially more serious, are the international 800- callback operations. A caller at a foreign location is provided an auto-dialer, which dials the...

...number and, between ring cycles, automatically transmits the caller's international telephone number and billing code.

The dialer terminates the 800 call before it is answered, and the U.S.-based call processor returns an international call...

...complained to the FCC that these operations lacked authority from the FCC to provide international callback services. At first, this argument seemed stretched because both the marketing and the call origination...

16/3,K/36 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06321122 SUPPLIER NUMBER: 13671784
AT&T opposes resale applications of companies it says plan unlawful
call-back schemes.
Telecommunications Reports, v59, n7, p35(1)
Feb 15, 1993
ISSN: 0163-9854 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: T officials believe that both companies will use the international resale authority to conduct illegal code -calling services to give call - back or call-turn-around services to overseas customers. Call - back services provide means for avoiding payment for international calls by hanging up before the call is answered and then availing of a cheaper line by dialing back.

16/3,K/37 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06111782 SUPPLIER NUMBER: 12556417 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Dataflex Rapiere enhanced. (Dataflex's internal synchronous V.32bis
modem)(Shortlist) (Hardware Review) (Evaluation)
Gordon, Martin
PC User, n191, p64(1)
August 12, 1992
DOCUMENT TYPE: Evaluation ISSN: 0263-5720 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 341 LINE COUNT: 00026

... the SDLC controllers, as standard IBM practice is not to reset the SDLC at the end of a call.

The Rapiere was as easy to use as comms ever can be. Most of the...

...Two levels of remote access security are offered by the Rapiere: level one requires a password, while level two uses dial - back.

If you're looking for a dual-purpose sync/async modem with IBM SDLC emulation...

16/3,K/38 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06085508 SUPPLIER NUMBER: 12356916 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The Windows 3.1 ToolHelp DLL, part 1. (Microsoft Corp; dynamic link
library) (Power Programming) (Technical)
Duncan, Ray
PC Magazine, v11, n14, p491(5)
August, 1992
DOCUMENT TYPE: Technical ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2577 LINE COUNT: 00201

... one of the application's window handlers to process the message

posted by the notification `callback` and take appropriate action (for example, log the error to a disk file or display an alert dialog).

Modify the application's `termination` code to call the `ToolHelp` function `NotifyUnRegister`; this allows `TOOLHELP.DLL` to deallocate those of its internal data...

...static `NFYLOGERROR` or `NFYLOGPARAMERROR` structures to the program; these can be used by the notification `callback` routine to make local copies of the error information that is passed to it.

Export the notification `callback` routine in the application's module definition (`.DEF`) file.

To illustrate these steps, I have modified the `BADAPP.C` source code to create a new program, `BADAPP2.C`, which contains a notification `callback`. We could not...

16/3,K/39 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

05841343 SUPPLIER NUMBER: 12058702 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Local area network management: what you need to know. (includes related article on the use of peripheral technologies with local area networks) (Communications)

Wood, Lamont

Modern Office Technology, v37, n4, p56(3)

April, 1992

ISSN: 0746-3839

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1996 LINE COUNT: 00148

... no passwords or with obvious ones, to track on-line times (if a secretary's password is being used at 3 a.m., there's cause for an investigation), and to...

...failed log-on attempts.

For remote access through a modem, there should not only be password protection, but added security such as a call-back device, which hangs up on the caller and then calls back --and will not return the call of an unauthorized party. Sources favor using a "dirty..."

16/3,K/40 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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05791207 SUPPLIER NUMBER: 11884167 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Productivity from afar: modem remote-control software. (includes related article on the Editors' Choice selections: Norton-Lambert Corp.'s Close-Up and Triton Technologies Inc.'s CO/Session) (Software Review) (overview of eight evaluations of communications software) (Evaluation)

Ellison, Carol; Gunn, Angela; Cohn, Michael; Perez, Wendy Dugas

PC Magazine, v11, n4, p189(19)

Feb 25, 1992

DOCUMENT TYPE: Evaluation

ISSN: 0888-8507

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2636 LINE COUNT: 00205

... screen security, remote-control products secure the host PC's data through a feature called `dialback`. This feature also saves a great deal of money (or at least time spent filling...

...office--and is a small price for a company to pay for increased productivity.

With `dialback` enabled, the host checks passwords of guest users who call in, hangs up, and then calls back the user at a phone number that was previously assigned to the password. Phone numbers and passwords are kept in the software's phone book of authorized users. A separate password, known only to the person who installed the software or administers the PCs, protects the...

16/3,K/41 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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05524562 SUPPLIER NUMBER: 11555470 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Feature sets separate security modems; more desirable units boast audit trails and extended passwords, prove easier to set up. (Hardware Review)
(includes related article on testing methodology) (Evaluation)

Kramer, Matt

PC week, v8, n47, p85(3)

Nov 25, 1991

DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2202 LINE COUNT: 00181

... capture the passwords.

Telenetics' OZ Guardian Modem, however, doesn't prompt incoming callers for a password. The company rightly figures that such a prompt might just be an invitation for a hacker to start playing. The OZ Guardian Modem simply waits a predetermined time for a password string, verifies it and hangs up to call back. It immediately hangs up if the password is incorrect. In neither case does an incoming caller get an on-screen indication of...

16/3,K/42 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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05226583 SUPPLIER NUMBER: 10515052 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Access and authentication: key issues in network security. (includes related article on cable protection)

Axner, David H.

Business Communications Review, v21, n3, p61(6)

March, 1991

ISSN: 0162-3885 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 3812 LINE COUNT: 00309

... PC and modem. Once the intruder places the call and logs on via a compromised password, the full range of network resources are placed at the intruder's disposal.

Access control...

...by hackers, corporate spies or others with devious intentions. These devices, usually referred to as callback devices, connect between the line to the public switched network and the dial-up modem, and answer incoming calls over the dial line.

When a callback device receives the user's keyed password, it hangs up the line, thus terminating the call. Then it attempts to validate the user password against an assigned user phone number residing in its directory. If a match is found...

...at the assigned phone number, which is not necessarily the number used by the caller.

Callback devices that do not insure that the switched connection between both parties has been "dropped..."

...can be compromised by an intruder. Dial connections remain for several seconds after either party terminates a call. If the intruder remains on the line and the callback device restores the line to dial the validated number, the intruder has access to the...

16/3,K/43 (Item 12 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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04884815 SUPPLIER NUMBER: 09646721 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Telebit Corp.: Telebit T2500. (Hardware Review) (one of seven evaluations of 9,600-bps modems in 'Breaking the speed barrier.') (evaluation)

Byrd, Mike

PC Magazine, v9, n21, p335(2)

Dec 11, 1990

DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1074 LINE COUNT: 00086

...ABSTRACT: it is only available when connecting to another Telebit modem. Useful features include built-in callback security, which lets an originating user dial a predefined number and enter a password; the answering modem then hangs up the phone and calls back after 10 seconds, checking the originating modem's number against its list of authorized users...

... PEP is available only when you are connecting to another Telebit modem.

The T2500's callback security feature allows an originating user to dial a predefined number. The answering modem prompts for a password. If the originating modem sends a valid password, the answering modem hangs up the phone, waits 10 seconds, then calls back. Because the called modem has the originating modem's number indexed against its password, the called modem can easily look up the number. Password security is also available to control connections between selected modems.

SELECTION BY SWITCH
The off...

16/3,K/44 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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04601973 SUPPLIER NUMBER: 08551686 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Protect your computer from a hacking virus. (tutorial)
Bazzinotti, Jay
Telephony, v218, n21, p22(3)
May 21, 1990
DOCUMENT TYPE: tutorial ISSN: 0040-2656 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1646 LINE COUNT: 00131

... of security most frequently offered by host-external security equipment include passthrough log-on, fixed callback, variable callback and a method of connection qualifiers to authorized users, called password connection security (PCS).

Passthrough log-on is similar to host log-on, but with more features. Fixed callback is among the most effective dial-access security tools available today. This method associates a telephone number in the database with the password and ID pair. After entering both password and ID, the system hangs up the phone and calls the user back before linking him to the host.

Fixed callback provides virtually unbreakable security for the host. The user must memorize the same password and ID needed for log-on and must call from the same location.

A number...

...of what passwords and IDs they know.

Second, should a hacker get hold of the password and ID, the hacker still would not be able to access the host because the...

16/3,K/45 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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03899948 SUPPLIER NUMBER: 07493361 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Security device protects against hackers. (evaluation)
Link-up, v6, n2, p41(1)
March-April, 1989
DOCUMENT TYPE: evaluation ISSN: 0739-988X LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 189 LINE COUNT: 00014

... model 232MSD Modem Security Device requires that the caller must not only have the proper password, but also must dial from the correct phone number.

When a caller reaches the modem, the MSD will intercept the call and

ask for the password . Upon receipt of a valid password , the MSD will wait for the user to hang up and will then call the number stored in memory for that caller. The user may then access the computer.

The following are features of the device:

The sysop can give a user password access without the call - back alternative.

Calls originating from the computer are not blocked.

All passwords and numbers are stored...

16/3,K/46 (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
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01897820

ADALOGIC INC. INTRODUCES GATEWAY II, COMPUTER SECURITY WITH OPTIONAL DIAL BACKUP.

News Release March 3, 1988 p. 1

... modem. Gateway II installs between your modem and computer port and requires that a valid password /ID code be entered or the call is terminated . When the dial backup option is utilized Gateway II will dial an authorized user at a predetermined number. Two models are available, Gateway II and Gateway II DB, (dial back).

Full text available on PTS New Product Announcements.

...

16/3,K/47 (Item 2 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
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01579069

TWO LEVELS OF SECURITY BUILT INTO PROMETHEUS LOW COST MODEMS.

NEWS RELEASE February 6, 1987 p. 11

... 1200 bps and 2400 bps ProModems. The basic security mode requires callers to enter a password before the receiving modem connects the caller to the system. After three incorrect passwords, the receiving ProModem hangs up , discontinuing the call . A higher mode (callback) is designed to keep out unauthorized callers who accidentally hit on a correct password . Again, it requires the caller to enter his password . If valid, the receiving modem hangs up and dials the telephone number associated with that particular password . Only after passing this second level of verification does the receiving ProModem connect the caller...

16/3,K/48 (Item 3 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
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01572985

GANDALF ADDS DIAL BACK SECURITY TO NETWORK LINE.

NEWS RELEASE February 2, 1987 p. 1

... further software enhancements for its PACX 200 and PACX 2000 data networking systems, including a dial back security facility. The dial back security feature complements the numerous security facilities already available on the PACX 200 and PACX...

... providing a 'hacker proof' check of all incoming calls made to the network. When a call is made to the system , the user is prompted for a user- name and password . Once they have given their input, the system will then hang up the call and check their name and password against a validation list. If the information given is correct, the system will then call them back at the telephone number assigned to that user name on the validation list...

16/3,K/49 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01863819 SUPPLIER NUMBER: 17449934 (USE FORMAT 7 OR 9 FOR FULL TEXT)
International callback.(includes related articles on the International
callback book, procedures for looking for the service and selling or
buying callback equipment)
Jainschigg, John
Teleconnect, p144(7)
Sep, 1995
ISSN: 0740-9354 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2933 LINE COUNT: 00240

... of the fact (agreed to by most international service providers)
that regardless of where a call originates and terminates, if it isn't
answered, the caller doesn't pay for it. Conventional international
callback services use such unanswered phone calls as signals (the practice
is known as "code calling"), telling them to CALL BACK whoever
called, and offer U.S. dialtone by bridging in a second trunk.

Yes, the caller pays for the callback call (from the provider to
him), AND for whatever calls he makes on the second...

...etc.) to be competitive in different areas.

THE CLIENT END

From the client side, conventional callback is a fairly kludgy
proposition. You have to place the code call from a prearranged location.
You have to wait for the callback. You (usually) have to identify
yourself (by punching in a PIN code). Then, presuming you want to make
several calls during the callback session, you have to drive a
user-interface (by pressing etc.) that terminates each call and
re-acquires dialtone. The IVR systems involved vary widely in quality,
reliability and elegance of design. Your callback leg is vulnerable to
line noise, talk-off, etc.

That's just when you're...

...a single-fine phone (i.e., one that you control, and that can receive
the callback call, directly). Office and hotel phone systems present
another class of problems. How does the...

...pricing and service plans, and British Telecom's partnership with
NYNEX), the hassles of traditional callback make it look less and less
attractive.

In the short term, part of the answer has been to facilitate access by
developing equipment that manages the callback process for clients.
Generally, such equipment dials the phone to make the "code call,"
hangs up the telco side while holding the client-side line open, waits
for the callback call, answers, and closes the loop. The client need only
activate the process, then hold...

...is acquired. Variations (e.g., the client hangs up and gets rung back
when the callback call is received) also exist. Hardware ranges from
personal computer peripherals, to trunk-based black...

...IVR equipment.

Development of client-side mediation equipment has also opened up new
markets for callback. Foreign hotels, for example, now frequently employ
Stateside callback providers to offer reduced international phone rates
as a value-added service to customers. The...

...station-side system, assisted by the switch) identifies the call as
international, records the number, calls the U.S. service provider,
hangs up, waits for callback, manages the user interface, and dials the
call originally...

16/3,K/50 (Item 2 from file: 275)
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01728252 SUPPLIER NUMBER: 16439711 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Networking from afar. (guide to remote connections technology) (Tutorial)
Wong, William
Computer Shopper, v15, n3, p590(4)
March, 1995

DOCUMENT TYPE: Tutorial ISSN: 0886-0556 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4029 LINE COUNT: 00299

... the LAN.

The remote-control program's own security is your first line of defense. Password access is standard, and some remote-control programs let you control which resources are accessible depending upon who calls in. Call - back support--where the host calls back a client after initially receiving a call and hanging up after identifying the caller--is also found in most remote-control programs.

Another problem for...

16/3,K/51 (Item 3 from file: 275)
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01728236 SUPPLIER NUMBER: 16439673 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Watch your back: It's a dangerous digital world, so protect your data.
(general tips on protecting computer data) (computer security)(includes related article on top five DOS security tips)

Poor, Alfred
Computer Shopper, v15, n3, p550(3)
March, 1995

ISSN: 0886-0556 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3651 LINE COUNT: 00267

...ABSTRACT: not foolproof and can be defeated by a knowledgeable user. Windows screen savers can be password protected, and most PCs have provisions for requiring a power-on password in the BIOS. Floppy disk drive locks not only help prevent copying of sensitive files...

...of viruses. Securing communications is important for mobile users. Many modems can be programmed to hang up and call back authorized numbers, and most remote-access software packages have password features. Users should have emergency boot disks, undelete utilities and anti-virus software to guard...

... your home or office computer from another PC far away via a modem connection) include password -protection features. There are other ways to build in protection that can give you even greater protection, however. For example, there are modems that can be programmed to require a password from the incoming call, hang up, and (subject to password verification) call back any authorized numbers. For example, the \$349 list-price Datasafe 28.8 Fax/Modem from Logicode Technology Inc. [(805) 388-9000] has both password protection and the callback feature.

You can add password - and callback -security features to any external modem using the Programmable Security Guard, available for \$305 list...

16/3,K/52 (Item 4 from file: 275)
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01680875 SUPPLIER NUMBER: 15343724 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A VxD to monitor DOS output. (includes related article on acquiring a VxD ID from Microsoft corp) (Tutorial)

Bonneau, Paul
Windows-DOS Developer's Journal, v5, n5, p23(18)
May, 1994

DOCUMENT TYPE: Tutorial ISSN: 1059-2407 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 6081 LINE COUNT: 00471

... the number of the VM, with the system VM starting at 1) and the notification code into a 32-bit value. This allows for up to 65536 concurrent VMS, a limit...

...context switch to the system VM has occurred, the VMM invokes DoNotify(). DoNotify() calls the callback whose address is in the global variable lpfnNotify using the following macros and services.

Push[underscore]Client[underscore]State,
Begin[underscore]Nest[underscore]Exec, Simulate[underscore]Far[underscore]
Call, Resume[underscore]Exec, End [underscore]Nest[underscore]Exec, and
Pop[underscore]Client[underscore]State.
Begin[underscore]Nest[underscore]Exec...

...underscore]Client[underscore]State and
Pop[underscore]Client[underscore]State perform this service. The VMM
service Simulate[underscore]Far[underscore] Call sets up a call to the
callback, which occurs by the time Resume [underscore]Exec has been
executed.

After saving the CRS, DoNotify() extracts the notification code and
VM ID from EDX. The VMM Simulate[underscore]Push service is used to push...

...of AX) onto the client's (teed11.d11's) stack, in this case the
notification code. The utility routine PcqsFindVmi() is called to return
the CQS node for the given VM...

16/3,K/53 (Item 5 from file: 275)
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01579719 SUPPLIER NUMBER: 13079249 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Let's talk about access. (includes related articles summarizing product
features) (Hardware Review) (an overview of three evaluations of computer
communications equipment providing high-performance remote network
access) (Evaluation)

Marks, Howard

LAN Magazine, v8, n1, p154(7)

Jan, 1993

DOCUMENT TYPE: Evaluation ISSN: 0898-0012 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2762 LINE COUNT: 00201

... a bank of moderns. When a user dials in, she must enter the
Co/Session password. If she enters the right password, Co/Session gives
her control of the processor or dials back the telephone number
associated with the password so she can enter her network ID and
password.

If I dial in to a processor, log in as a privileged user, then hang
up the phone --either so I don't have to pay the phone bill as a
four-hour...

16/3,K/54 (Item 6 from file: 275)
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01520844 SUPPLIER NUMBER: 12330909 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Plugging the leaks in data networks. (data security issues)(includes
related articles on Data Encryption Standard usage and Media Interface
Controller address corruptibility)

Powell, Dave

Networking Management, v10, n6, p29(4)

May, 1992

ISSN: 1052-049X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3256 LINE COUNT: 00256

... call them instead of you. To help block this, some call-back modems
require a password before they let you get in."

But let's say you've also given your password (or your SecureID
card) to your hacker partner. Managers can combat this ploy by isolating
networks from call - back modems. This is not as self-defeating as it
sounds. Callers would be limited to...

...and data resources would be kept physically separate. "At NCR," adds
Eaton, "a switch front- ends the call - back modems. When you call in,
you must enter a password. The modem disconnects and calls back. The
front-end switch then asks for a second password before it lets you into
the network."

Another important transmission device that can be made...

16/3,K/55 (Item 7 from file: 275)
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01518608 SUPPLIER NUMBER: 12217694 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Preventing, detecting and fixing windows memory bugs. (debugging under
Microsoft windows) (Tutorial)
Applegate, Arthur D.
Windows-DOS Developer's Journal, v3, n6, p13(7)
June, 1992
DOCUMENT TYPE: Tutorial ISSN: 1059-2407 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2870 LINE COUNT: 00219

... low memory situations, the application may fail with a UAE.
* The WEP may not contain code that expects data from the DLL's
data segment or the calling program's stack...

...one DLL, do not call between them at WEP time, and do not make a
callback to a client task. The DLL you call, or which a client may try to
call, may have been terminated already.
* If a DLL is loaded with LoadLibrary(), its WEP will be called. If a
...

16/3,K/56 (Item 8 from file: 275)
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01513401 SUPPLIER NUMBER: 12203157 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Norton pcAnywhere 4.5. (Symantec Corp.) (Software Review) (one of 12
evaluations in Software Buyer's Guide: Remote Control Communications:
Putting You in Control)(Product Profiles) (Evaluation)
PC Sources, v3, n5, p530(1)
May, 1992
DOCUMENT TYPE: Evaluation ISSN: 1052-6579 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 392 LINE COUNT: 00030

... suited for unattended host applications. You can set the host to
use a single master password or a different one for every caller. For
each password, you can choose from among 30 terminal types, including
pcAnywhere's terminal side. Or, you can let the program ask callers which
terminal to use. You can add an optional callback number, and fine-tune
control over the host for each password with options to let callers blank
the host screen, reboot the host, or change the answer mode for the host at
the end of a call.

The program is also well-suited for computing scenarios, where you
and a colleague at...

16/3,K/57 (Item 9 from file: 275)
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01502640 SUPPLIER NUMBER: 11944893 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Commute 7.1. (from Central Point Software) (Software Review) (one of six
evaluations of remote-control software packages in 'Get closer to your
computer ... from afar') (Evaluation)
Gilliland, Steve; Shannon, Michael R.
Computer Shopper, v12, n3, p483(1)
March, 1992
DOCUMENT TYPE: Evaluation ISSN: 0886-0556 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 202 LINE COUNT: 00015

... A scripts editor allows scheduling and automation of unattended
operation. Security features include host PC password, a call-back
feature (the host answers the call-in, hangs up, and dials back),
and predefined access limitations, as well as reboot protection. PC Tools

owners can also use...

16/3,K/58 (Item 10 from file: 275)
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01494215 SUPPLIER NUMBER: 11696982 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Carbon Copy Plus 6.0 is better, not older. (Microcom Systems Inc.'s Carbon
Copy Plus 6.0 communications software) (Software Review) (Evaluation)
Vaughan-Nichols, Steven J.
Computer Shopper, v12, n1, p618(2)
Jan, 1992
DOCUMENT TYPE: Evaluation ISSN: 0886-0556 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1502 LINE COUNT: 00117

... stop such attacks cold.
The first gun in the host system's defense is a password system.
Providing more than just a login/ password sequence, Carbon Copy's
password scheme can manage access levels to the host PC. For example,
users can be frozen...

...files from the host system to their own.
The next line of defense is automatic callback . with this feature
enabled, a user who calls in is allowed to log on, but the system will
then hang up and call back at a preassigned number to reconnect the
remote-control session. Even someone with copies of the program, login, and
password will be unable to invade your system unless they're at the
correct remote number...

16/3,K/59 (Item 11 from file: 275)
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01459281 SUPPLIER NUMBER: 11475922 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Off the shelf: GUI-development systems, part III. (Visual Edge Software
Ltd.'s Open Look Express 2.0) (Software Review) (third in a series on
power tools for building applications for graphical user
interfaces)(includes related article on the Open Look Intrinsics Toolkit)
(Evaluation)
Rappaport, Daniel
UNIX Review, v9, n11, p85(6)
Nov, 1991
DOCUMENT TYPE: Evaluation ISSN: 0742-3136 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4580 LINE COUNT: 00359

... Load" also appear in the interpreter window.
As with UIM/X, OLE also automatically inserts code in each callback
to access the context structure. Both UIM/X and OLE generate structures...

...widget within the top-level hierarchy is accessible via this structure.
The context-structure support code is always created in every callback ,
but you need not use it. Regardless of whether you do use it, it imposes a
fair amount of processing at the beginning and end of each callback
call . As with UIM/X, OLE usurps the callback 's client data to support
passing this structure to the callback , rendering it unavailable for
other use.

As with UIM/X, OLE cannot have multiple callbacks of the same
callback type for a given widget, nor can multiple widgets share the same
callback . Generated Code

OLE's generated code is superb. As with UIM/X, it offers the
potential benefits of parametric interfaces and multiple instances of both
widgets and hierarchies.

Organizationally, all the code appropriate to all the widgets in a
given hierarchy is placed in the same C source file. This includes all
creation, callback, and support code present for each widget. For very
complicated hierarchies, this could result in very large files...

16/3,K/60 (Item 12 from file: 275)
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01446488 SUPPLIER NUMBER: 10819312 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A fun fable and some important advice on computer and telecom security.
(case study of fictitious company)
Irwin, Stephen
Teleconnect, v9, n6, p63(2)
June, 1991
ISSN: 0740-9354 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1031 LINE COUNT: 00079

... for gross negligence.
Countem had been hacked. And it wasn't hard either. Software-based "
password " systems on host computers are notoriously easy to breach.
Passwords are guessed, lost or stolen...

...set up one of the two sensible approaches to securing phone lines:
"call-in." with " call - back ," a user dials the host computer's modem and
is prompted for a password . If the password is valid, a hardware-based
control unit hangs up the phone and calls back the user's
authorized phone number. So even if a hacker has a password , he/she won't
receive the call - back .

"Secure call-in" uses a small unit that lets authorized users who
aren't at a fixed location access the host. The user dials the computer and
enters a password at the appropriate prompt. The little device then sends
a unique serial number to the...

16/3,K/61 (Item 13 from file: 275)
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01358930 SUPPLIER NUMBER: 08198912 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Security devices prevent the compromise of network resources.
Axner, David H.
Networking Management, v8, n2, p56(6)
Feb, 1990
ISSN: 1052-049X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3392 LINE COUNT: 00271

... a telephone and a PC can dial a host resource, log-on via a
compromised password , and access confidential data. Hackers easily break
password security using self-created programs that loop on every
combination and permutation of characters, redialing for each new
permutation until the password is found.

Access control devices block access to network resources by
intercepting dial-up calls. They request an access code from the caller,
terminate the call , and validate the code and its assigned telephone
number that reside in a directory. If the code is found to be valid, the
device calls the assigned number, which, in the case...

...the number of the hacker's telephone. Breached passwords are of no value
since the callback telephone must be the one assigned to the access code.
These devices are readily available...

...be valid, Line Guard dials the telephone number of the authorized user
of that access code . If it is the same number as the original call, the
caller is allowed access to the host.

The Line Guard responds to an invalid access code by allowing the
caller to reenter the access code with a time-out. If the reentered code
is also found to be invalid or the time elapses, the Line Guard
terminates the call and increments the count of invalid calls. A
passthrough option connects the caller to the resource on access code
validation, eliminating the aggravation of waiting for the callback .
Passthrough, however, offers no more security than a password .

The network administrator can update or alter the unit's directory of
access codes and...

...not possible. This two-call process gives the verified caller, on the
initial call, a code sequence that defines the port number that the

caller is to use and a temporary ID code to access the resource. The user is given access to the defined port for a...

...must be placed.

LeeMah incorporates a patented feature that it calls LineLock on its TraqNet callback devices. The feature safeguards access from a caller who remains on the line to intercept the dialback call, since dial connections remain active for several seconds after either party hangs up. Line-Lock listens for a central-office tone that indicates the caller has terminated the call before it initiates callback. This vital feature prevents a hacker with the user's access code from gaining access to protected resources by waiting on the line until the device validates the code and dials the user-assigned telephone number.

A further enhancement to dial security is implemented...

...The models store up to 400 passwords and telephone numbers, and provide three levels of password response. A valid password, entered by the caller following a password request prompt issued by the host-connected modem, can initiate passthrough to the host, callback to the stored number, or callback to a user-entered number, depending on the selected security mode. The modem terminates the call in each callback mode and redials the stored number or the user-entered number.

Additional security is provided...

...modem to prevent access of the host resource by the calling modem. In addition to callback security and master key exchange, the modems offer a DES option to prevent access to...

...and security parameters can be downloaded from Telcor's PC-based Network Administrator System. Local password entry is also permitted, provided that users "sign on" before outdialing or attempting to reconfigure...

16/3,K/62 (Item 14 from file: 275)
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01260915 SUPPLIER NUMBER: 07282629 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Data-only PBXs: alive & kickin'.
Teleconnect, v6, n12, p88(3)
Dec, 1988
ISSN: 0740-9354 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1524 LINE COUNT: 00114

... not connected.

Users calling in with modems have to go through the dame two-level password obstacle. And to battle even more against would-be hackers who somehow figure out or know the passwords and dial into the system, most sophisticated switches will hang up and then call back a stored telephone number for that particular password.

It's done by "call - back" modems. These suckers can have a bunch of neat security features, including the ability to call - back only during certain times of the day or certain days of the weeks.

* SMDR. You...

16/3,K/63 (Item 15 from file: 275)
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01254709 SUPPLIER NUMBER: 07037339 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Is your business data safe from intruders? How to protect your system.
Bowen, Charles
Lotus, v4, n10, p18(3)
Oct, 1988
ISSN: 8756-7334 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1258 LINE COUNT: 00100

... on security hardware is usually designed to supplement, not replace, other efforts, such as a password procedure and good computer-maintenance practices.

Security hardware falls into two general groups:
One-end...

...on the host computer but may occasionally be installed on all the terminals instead.

Two- end solutions call for protective hardware on both ends of the connection. These are more expensive devices because...

...This device performs a preliminary call-screening or authentication function and usually contains its own password table. It requires each user to enter a unique password to gain access to the communications ports. Many port-protection devices also have call - back features. This is a higher level of user authentication beyond passwords, in which the system calls back users to connect after the initial call .

Two- end security hardware also falls into two broad groups:

Challenge-response devices link the host computer...until a user inserts a physical token like a key or a card into a code -reading device.

A concealment device is designed to safeguard against data tampering. It also is...

16/3,K/64 (Item 16 from file: 275)
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01211384 SUPPLIER NUMBER: 04689669 (USE FORMAT 7 OR 9 FOR FULL TEXT)
For your ears only: PC security modems. (Hardware Review) (evaluation)
Marks, Howard
PC Magazine, v6, n4, p241(6)
Feb 24, 1987
DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2100 LINE COUNT: 00160

... AJ 2412-AD3H store up to 24 passwords and require the caller to enter a password before he is given access to the host PC. They prevent unauthorized people from using...

...is that there is nothing to forget. The answerback process is simple. When the host system answers the call , it sends a code to the caller called WRU for who are YOU. When the...

...used for many years by the Telex network and is well proven in the field.

CALLBACK PROTECTION Callback protection verifies your location.

After you have entered your password into a callback system, the host computer will hang up the phone and call you at the number associated with the password you entered. Both these modems insert a random delay before dialing, to further confuse unauthorized users.

while callback systems are generally considered to provide the ultimate in security, they also create obstructions. Since the host computer calls you back, callback security is not appropriate for users with acoustic couplers, for traveling salesmen, or for other...

...are some significant differences between them. Both of these modems are Hayes compatible and provide password and callback protection if desired. All the security features of each modem can be either selected or disabled.

The AJ also protects your accounts and passwords on the computers you call . The modem can store your log-in scripts for MCI Mail, your corporate mainframe, or other services you may...

16/3,K/65 (Item 17 from file: 275)
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01210458 SUPPLIER NUMBER: 06228557 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Teaching computers to talk: computer communications takes persistence.
(Conclusions and Recommendations)
Walsh, Mike
Infosystems, v34, n12, p28(2)
Dec, 1987
ISSN: 0364-5533 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1658 LINE COUNT: 00128

... was installed at the data center. Defender takes incoming calls and requests an ID and password. The caller is then instructed by a computer-generated voice to hang up the phone. Within 30 seconds, Defender calls back the individual's home phone to establish a communications session.

The take-home micros are...

16/3,K/66 (Item 18 from file: 275)
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01210409 SUPPLIER NUMBER: 06091872 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A switch to network unity. (intelligent data switches)
Muller, Nathan J.
Infosystems, v34, n11, p50(2)
Nov, 1987
ISSN: 0364-5533 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1433 LINE COUNT: 00116

... no-frills security option permits connection to the network when a user inputs a valid password. If the password is invalid, the switch will pause for 15 or more seconds before...

...option allows a user to dial in over an autodial modem and input a valid password. The switch will hang up and call the user back over that modem. An invalid password causes the data switch to hang up and not call back.

Another security option accepts a valid user password, the switch hangs up, then calls back on a different line or line group. If the password is invalid, the switch doesn't call back.

The RS232 standard for data interchange ensures compatibility with virtually all types of terminals, micros...

16/3,K/67 (Item 19 from file: 275)
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01152571 SUPPLIER NUMBER: 00655559 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Buffers that Boost Communications Potential.
Stone, M.D.
PC Magazine, v4, n23, p185-187
Nov. 12, 1985
ISSN: 0888-8507 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4404 LINE COUNT: 00331

... in the group.

The dialing directory on the 512K buffer will let you attach a password to each of the first 52 directory entries. You can then use that password in one of two ways. First, the buffer can ask the caller for identification by name and password when signing on to the system. (The caller gets three tries before the buffer hangs up the phone.) A second level of security also demands identification by name and password, but then hangs up the phone and calls back, using the number stored in the phone directory.

A second group of commands lets you...

16/3,K/68 (Item 20 from file: 275)
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01104087 SUPPLIER NUMBER: 00590264 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sleuth: Security Device Helps Micros Repel Hackers.
Ray, G.
PC week, v1, n30, p62
July 31, 1984
DOCUMENT TYPE: evaluation ISSN: 0740-1604 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 807 LINE COUNT: 00063

...ABSTRACT: A new generation of security devices was recently developed for microcomputer installations. Sleuth is a 'dialback' device that intercepts telephone calls from originating computers, requests certain information, hangs up the phone and calls the originator at a specified number from a password list. This access control will automatically sever a telephone connection. Sleuth is compatible with virtually...

... devices, sleuth, from C.H. Systems (formerly known by the moniker Sherlock, Esq.) is a "dialback" device that attaches to the stand-alone versions of the Hayes Smartmodems 300 or 1200.

A dialback device intercepts a telephone call from an originating computer, asks the operator for certain information, hangs up the phone and calls the originator at a specified telephone number found in the password list. That certain something

The catch is that the caller has to have that "certain information" for system access, probably a user name and a randomly selected password.

In addition, with what is perhaps the most ironic twist in all of computerdom, should...

16/3,K/69 (Item 21 from file: 275)
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01085875 SUPPLIER NUMBER: 00548706
Locking Up the Barn.
IEEE Spectrum, v21, n4, p22
April, 1984
ISSN: 0018-9235 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: intruders so they cannot even get into the system. Security for mainframe computers is typically callback devices which answer the phone, wait for an identification code, hang up, and then call the user back. These systems have a number of problems.

16/3,K/70 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01077541 Supplier Number: 40423307 (USE FORMAT 7 FOR FULLTEXT)
SWITCHED LINE/LEASED LINE SECURITY MODEM WITH MNP CLASS 5
News Release, pN/A
June 22, 1988
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 398

... non volatile memory allows user configuration as either a "2-wire Dial-up Modem with Call Back Security" OR a "2/4-wire Leased Line Modem with 2-wire Dial Backup".

When configured for "Call Back Security", the 424 LINE BACKER, will challenge all dial-up entries for a 'user phone number'. Upon reception of a valid number, the user will be instructed to hang up and wait for call back.
At that time the 424 LINE BACKER will drop the line and call the number of the user site. Upon connection, the user will be promoted to enter his access code for call back verification. Simple password protection can also be supported by this operating mode.

Up to 48, access codes/phone...

16/3,K/71 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01049512 Supplier Number: 40137075 (USE FORMAT 7 FOR FULLTEXT)

**LOW-COST, SECURE CALL-IN DEVICE FROM LEEMAH DATACOM SECURITY ALLOWS SECURE
DEVICE FOR REMOTE USERS**

PR Newswire, pN/A

August 13, 1987

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 414

... a Personal

Identification Number (PIN), whereby TraqNet identifies that PIN and sends back a challenge code. SCID responds to the challenge code using a DES algorithm. Once the code is noted as correct, the TraqNet system will allow the user to log-on to the host computer.

Legmah SCID can also be configured as a one or two line call - back device. In this configuration, the user sends the telephone number along with an access code to the SCID. The SCID will dial the number, transmit the access code and then hang up. After verification, the call - back is made and the user can log-on to the host computer using normal log-on procedures. A PIN is not necessary when using the SCID in the call - back configuration.

As with all TraqNet Access Control products, a complete audit trail is standard. SCID...

16/3,K/72 (Item 3 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01037107 Supplier Number: 40009340 (USE FORMAT 7 FOR FULLTEXT)
LEEMAH TO INTRODUCE THREE NEW DATA COMMUNICATIONS PRODUCTS AT INTERFACE '87

PR Newswire, pN/A

March 30, 1987

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 873

... a Personal

Identification Number (PIN), whereby TraqNet identifies that PIN and sends back a challenge code. SCID responds to the challenge code using a DES algorithm. Once the code is noted as correct, TraqNet 2000 system will allow the user to log on to the host computer.

LeeMah SCID can also be configured as a oneor two-line call - back device. In this configuration, the user sends the telephone number along with an access code to the SCID. The SCID will dial the number, transmit the access code and then hang up. After verification, the call - back is made and the user can log on to the host computer using normal log-on procedures. A PIN is not necessary when using the SCID in the call - back configuration.

As with all TraqNet Access Control products, a complete audit trail is standard. SCID...

16/3,K/73 (Item 4 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01031175 Supplier Number: 39943087 (USE FORMAT 7 FOR FULLTEXT)
SWITCHED LINE/LEASED LINE SECURITY MODEM

PR Newswire, pN/A

Jan 20, 1987

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 375

... non-volatile memory allows user configuration as
either a "2-wire Dial-up Modem with Call Back
Security" OR a "4-wire
Lease Line Modem with 2-wire Dial Back -up".

when configured for "Call Back security", the Line Backer will challenge all dial-up entries for a 'user phone number'. Upon reception of a valid number, the user will be instructed to hang up and wait for call back. At that time the Line Backer will drop the line and call the number of the user site. Upon connection, the user will be prompted to enter his access code for call back verification.

Simple password protection can also supported by this operating mode.

Up to 56 access codes/phone numbers...

16/3,K/74 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

00558254 Supplier Number: 23078384
MORE FAST MODEMS
(Logicode Technology introduces Datasafe, a V.Fast 28,800-bps modem)
Computer Retail Week, v 4, n 81, p 27
November 21, 1994
DOCUMENT TYPE: Journal; News Brief ISSN: 1066-7598 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 56

TEXT:

...to ship its Datasafe V.Fast 28,800-bps external data/fax modems by year end. Password protection, call - back security, remote configuration and caller-ID are built into the hardware. An IBM-PC-compatible...

16/3,K/75 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

11402881 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Media Alert . . . Media Alert . . . Media Alert - Microsoft News Conference
CANADA NEWSWIRE
June 07, 2000
JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 324

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the live news conference can stay on the line and be transferred to the teleconference call, or may hang up and dial back in to the same number.

Call-In Information (listen-only news conference, followed by two-way teleconference call)
Domestic (U.S. and Canada) (800) 857-5736 Pass code : Microsoft
International (712) 271-0728 Pass code : Microsoft
Reporters and editors should check <http://www.microsoft.com/presspass/> for frequent updates from...

16/3,K/76 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

02568605 (USE FORMAT 7 OR 9 FOR FULLTEXT)
One size does not fit all when it comes to security safeguards
RACAL DATA GROUP
SOUTH CHINA MORNING POST, p6
August 11, 1998
JOURNAL CODE: FSCP LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1242

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to a public network and collect ID/password combinations when they

Ginger R. DeMille

are sent. With the password in hand, an intruder can masquerade as the user.

Passwords are often easy to guess...

...passwords, do not use a name, date or word. Many experts suggest breaking up the password with numbers or symbols. The password should be changed regularly.

Dial - back is the second most common form of access control. After a user logs in, the network terminates the call and dials back to a number where it expects the user to be, based on the user ID...
...who travels or moves about.

Challenge handshake authentication protocol (CHAP) is similar to a fixed password, but this time the network sends a random key to the user to encrypt the...

16/3,K/77 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00623040 20011116320B5987 (USE FORMAT 7 FOR FULLTEXT)
Toshiba Strata CS Release 4.0 Server-Based Business Communication System
Receives Rave Reviews From Early Users-Combining the Power of Desktop
Computers with Advanced Telephony and Voice Processing Capabilities, Strata
CS Version 4.0...
Business Wire
Friday, November 16, 2001 11:00 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,715

...important clients, to their cell or home phone numbers, and users can even set up password protection so that a call isn't inadvertently answered by someone else, such as a...

...me' rules."

Because the service staff is often out in the field, they utilize the system's "call - back" feature to access their messages and return phone calls simply by making one call. They...

...Strata CS from their cell phones and can listen to their messages and return each call, without hanging up, and then go to the next message in queue.

"The 'call - back' feature makes it quick and easy for us to get our calls remotely, return calls...

16/3,K/78 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00668293 20011031SFW090 (USE FORMAT 7 FOR FULLTEXT)
CTI Management to Highlight Clinical Trial Results
PR Newswire
Wednesday, October 31, 2001 14:48 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 144

Live audio webcast at
www.cticseattle.com
Archived for post listening
approximately 2 hours after call ends

Call - Back Numbers for Post Listening:

Ginger R. DeMille

1-888-203-1112 (US Participants)
+1-719-457-0820 (International)
Entry code : 462039

MAKE YOUR OPINION COUNT - Click Here
<http://tbutton.prnewswire.com/prn/11690X52534745>

SOURCE Cell...

16/3,K/79 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01090770 Supplier Number: 40735984 (USE FORMAT 7 FOR FULLTEXT)
HORATIUS ACCESS CONTROL SYSTEM
Computer Fraud & Security Bulletin, v11, n6, pN/A
April, 1989
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1664

... can be supported. Horatius has four different modes of querying (validating) an incoming call.
In dial - back mode, the user must first enter his ID and password . If these validate correctly, Horatius terminates the phone call and dials the user back on a prearranged telephone number. If any error is found, the user is denied access. Horatius ensures that the dial - back telephone call is always made on a different line to the incoming call.
In blunt terms if you are considering the purchase of a dial - back system that does not incorporate this feature don't buy it. It can easily be...

16/3,K/80 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0400639 BW638

VOCAL TECHNOLOGIES: Vocal Technologies' new router family targeted to the needs of OEMs; LAN's End router family provides OEMs with a broad range of customized options at new cost/performance levels -- individual technology components and protocols also available

April 25, 1994

Byline: Business Editors/Computer Writers

...routers can be configured for more than two ports if an OEM desires.
LAN's End can perform call - back security for remote dial-in. It supports the Password Authentication Protocol (PAP) and the Challenge Handshake Authentication Handshake Protocol (CHAP) used in PPP. LAN...

16/3,K/81 (Item 1 from file: 13)
DIALOG(R)File 13:BAMP
(c) 2006 The Gale Group. All rts. reserv.

00501173 Supplier Number: 23190988 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Muhlenberg provides secure access to patient files
(Muhlenberg Regional Medical Center is providing remote access to its information system to local physicians)
Communications News, v 34, n 5, p 16
May 1995
DOCUMENT TYPE: Journal ISSN: 0010-3632 (United States)
LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 507

ABSTRACT:
...to provide better service to the hospital's physicians. The TraqNet

system also secures the **callback** feature which is included in the whole setup. Three steps are involved in order to...

...system by entering a dial string into a standard communications package; the system answering the call and verifying the user's access code via its user directory after which the call is terminated; and the system calling back the physician for a completion of the connection. ...

18/3,K/1 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

01143953

Method and system for restricting the operation of a radio device within a certain area

Verfahren und System zur Begrenzung des Betriebsgebiets eines Funkgerates

Procede et systeme pour limiter la region d'operation d'un appareil radio

PATENT ASSIGNEE:

NOKIA MOBILE PHONES LTD., (997966), Keilalahdentie 4, 02150 Espoo, (FI),

(Applicant designated States: all)

INVENTOR:

Ranta, Jukka, Kaakelikuja 1, FIN-20300 Turku, (FI)

LEGAL REPRESENTATIVE:

Brax, Matti Juhani (85201), Berggren Oy Ab, P.O. Box 16, 00101 Helsinki,

(FI)

PATENT (CC, No, Kind, Date): EP 998159 A1 000503 (Basic)

APPLICATION (CC, No, Date): EP 99660162 991020;

PRIORITY (CC, No, Date): FI 982363 981030

DESIGNATED STATES: DE; FR; GB; IT

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): H04Q-007/38

ABSTRACT WORD COUNT: 108

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	200018	1345
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SPEC A	(English)	200018	7657
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Total word count - document A	9002
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Total word count - document B	0
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Total word count - documents A + B	9002
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...SPECIFICATION party will be alerted and he may try leaving the restricted area and answer the call before the caller hangs up. In any case the CLI or Calling Line Identity code of the caller was stored in the mobile terminal if the paging came through, so the called party will be able to call back after leaving the restricted area.

According to one advantageous embodiment the mobile terminal that is...

18/3,K/2 (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

01022948

INTELLIGENT SERVICE PERIPHERAL

INTELLIGENTE PERIPHERIE DIENSTEINHEIT

PERIPHERIQUE DE SERVICE INTELLIGENT/PERIPHERIQUE INTELLIGENT

PATENT ASSIGNEE:

Alcatel USA Sourcing, L.P., (2618560), 1000 Coit Road, Plano, TX 75075,

(US), (Proprietor designated states: all)

INVENTOR:

ZHU, Yao, T., 4308 Turnberry Court, Plano, TX 75024, (US)

LUU, Daniel, 4545 Daffodil Trail, Plano, TX 75093, (US)

REKIETA, Thomas, W., 870 Sharon Road, McKinney, TX 75069, (US)

SHEN, Hu, 4020 Sunflower Lane, Plano, TX 75024, (US)

SHAH, Mahesh, 2608 Bowie Drive, Plano, TX 75025, (US)

LIN, Ching, Der, 4464 Bailey Court, Plano, TX 75093, (US)

LEGAL REPRESENTATIVE:

Ginger R. DeMille

Rausch, Gabriele, Dr. (80478), Alcatel Intellectual Property Department
Lorenzstr. 10, 70435 Stuttgart, (DE)
PATENT (CC, No, Kind, Date): EP 998829 A2 000510 (Basic)
EP 998829 B1 050119
WO 1999001961 990114
APPLICATION (CC, No, Date): EP 98933061 980701; WO 98US13722 980701
PRIORITY (CC, No, Date): US 51734 P 970703; US 51624 P 970703; US 52636 P
970716; US 52671 P 970716
DESIGNATED STATES: DE; ES; FR; GB; IT; SE
INTERNATIONAL PATENT CLASS (V7): H04Q-003/00
NOTE:

No A-document published by EPO
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language Update Word Count
CLAIMS B (English) 200503 476
CLAIMS B (German) 200503 473
CLAIMS B (French) 200503 585
SPEC B (English) 200503 8706
Total word count - document A 0
Total word count - document B 10240
Total word count - documents A + B 10240

...SPECIFICATION a route list based on a "CarrierID". The "CarrierID" can be determined through the authorization code or the ANI associated with the call. The SCF, based on the ANI (or authorization code), reads the route list associated with the subscribed CarrierID and returns routing information to the SSF. The SSF routes the call back to the home switch 132 with terminating routing information.
ANISR allows routing information to be dependent upon a number of factors. First, ANISR can support Call Type routing where terminating route lists are based on the type of call, as shown in Figure 11. The...

18/3,K/3 (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

00950469

Mobile paging telephone with an automatic call back function
Mobiles Telefon mit Selektivruf und automatischer Ruckruffunktion
Telephone mobile avec appel selectif et rappel automatique

PATENT ASSIGNEE:

MATSUSHITA COMMUNICATION INDUSTRIAL CO., LTD., (960983), 3-1, Tsunashima
Higashi 4-chome, Kohoku-ku, Yokohama 224-0054, (JP), (Applicant
designated States: all)

NTT MOBILE COMMUNICATIONS NETWORK INC., (1560153), 10-1, Toranomom
2-chome, Minato-ku, Tokyo 105-8436, (JP), (Applicant designated States:
all)

INVENTOR:

Ishikawa, Hironari, 3-25-11-302, Minowa-cho, Kohoku-ku, Yokohama 223,
(JP)

Itakura, Hitoshi, C-203, 89-16, Ooguchidoori, Kanagawa-ku, Yokohama
221-0002, (JP)

Nakagomi, Hisashi, A-103, 164-1, Sanmai-cho, Kanagawa-ku, Yokohama
221-0862, (JP)

LEGAL REPRESENTATIVE:

Finsterwald, Martin, Dr. et al (75234), Manitz, Finsterwald & Partner
GbR, Robert-Koch-Strasse 1, 80538 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 862342 A2 980902 (Basic)
EP 862342 A3 000301

APPLICATION (CC, No, Date): EP 98103400 980226;

PRIORITY (CC, No, Date): JP 9746250 970228; JP 97260031 970925

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): H04Q-007/32; H04Q-007/22; H04Q-007/12

ABSTRACT WORD COUNT: 121

NOTE:

Figure number on first page: 4

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9836	1372
SPEC A	(English)	9836	3423
Total word count - document A			4795
Total word count - document B			0
Total word count - documents A + B			4795

...SPECIFICATION a predetermined period of time in step 422. After step 418 or 422, CPU 101 ends the process.

The call back message 310 transmitted in step 412 is shown in FIG.

3. As shown, the call back message 310 comprises a caller's or destination call number 311 which has been derived...

...ID value = the caller ID 303 in the call number table 500, a guidance stop code 312 for stopping the guidance for prompting user's operations which is sent from the...

18/3,K/4 (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

00944925

SUBSCRIBER CONTROLLED CALL LIST DEREGISTRATION
TEILNEHMERGESTEUERTE DEREGISTRIERUNG VON DER ANRUFLISTE
DISPOSITIF ET PROCEDE COMMANDE PAR L'ABONNE PERMETTANT DE SORTIR D'UNE
LISTE D'APPEL

PATENT ASSIGNEE:

Ericsson Inc., (2648086), 6300 Legacy Drive, MS EVW 2-C-2, Plano, TX
75024, (US), (Proprietor designated states: all)

INVENTOR:

VALENTINE, Eric, L., 1600 Brazos Trail, Plano, TX 75075, (US)

LEGAL REPRESENTATIVE:

HOFFMANN - EITLE (101511), Patent- und Rechtsanwälte Arabellastrasse 4,
81925 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 928537 A1 990714 (Basic)
EP 928537 B1 050615
WO 1998013994 980402

APPLICATION (CC, No, Date): EP 97943518 970924; WO 97US17054 970924

PRIORITY (CC, No, Date): US 719693 960926

DESIGNATED STATES: CH; DE; DK; ES; FI; FR; GB; IE; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS (V7): H04M-003/50; H04M-003/48; H04M-003/38

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200524	466
CLAIMS B	(German)	200524	447
CLAIMS B	(French)	200524	563
SPEC B	(English)	200524	4573
Total word count - document A			0
Total word count - document B			6049
Total word count - documents A + B			6049

...SPECIFICATION of the source of the phone call, namely telemarketer phone 24, to generate the deregistration call back feature of the CLD 100. when a telemarketing call is originated on telephone 24 and...

...100 on line 28, it is routed to consumer phone 10 through router 104. After hanging up from the call received by telemarketer phone 24, if the consumer enters a code on keypad 112 of consumer phone 10, the entered code is transmitted on line 12 to CLD 100. Code receiver (CR) 114, which is coupled...

...Figure 5, there is shown a flow diagram demonstrating a method for performing a deregistration call back. The method includes storing the caller ID of the caller after a call is received...

...After storing the caller ID, the called party line is monitored to determine if the call has terminated, or more specifically, whether the called party phone has transitioned to an idle state (step 510). Once the called party phone has transitioned to an idle state, a code

receiver is connected to the line to monitor the line for a specified feature code...

18/3,K/5 (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

00875625

On-demand communications services
Kommunikationsdienste auf Anfrage
Services de communication sur demande

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (Applicant designated States: all)

INVENTOR:

Mirville, Jean-Robert, 23 Valley Road, Manalapan, NJ 07726, (US)
Silverman, David Phillip, 4 Lowe Road, Somerville, NJ 08876, (US)

LEGAL REPRESENTATIVE:

Kuhnen & Wacker (101501), Patentanwaltsgesellschaft mbH,
Alois-Steinecker-Strasse 22, 85354 Freising, (DE)

PATENT (CC, No, Kind, Date): EP 802662 A2 971022 (Basic)
EP 802662 A3 000719

APPLICATION (CC, No, Date): EP 97106180 970415;

PRIORITY (CC, No, Date): US 632864 960416

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS (V7): H04M-003/42

ABSTRACT WORD COUNT: 54

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9710W3	642
SPEC A	(English)	9710W3	4262
Total word count - document A			4904
Total word count - document B			0
Total word count - documents A + B			4904

...SPECIFICATION includes information associated with features that may be invocable by the caller based on the terminating supervisory signals or call progress tones (busy, ring-no-answer) received from the called party's telephone set. Three...

...included in the pre-completion record of FIG. 9. Field 902 shows an illustrative activation code to be entered by a caller to invoke for a fee (indicated in field 903) the automatic callback feature (shown in field 901) when the called party line is busy. As is well...

18/3,K/6 (Item 6 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

00776044

Telecommunications service interactions
Telekommunikationsdienstwechselwirkungen
Interactions de services de telecommunications

PATENT ASSIGNEE:

Marconi UK Intellectual Property Ltd, (4473900), New Century Park P.O.
Box 53, Coventry, CV3 1HJ, (GB), (Proprietor designated states: all)

INVENTOR:

Enstone, Colin A.G., 3 Keats Court, Byron Road, Wembley, Middlesex, HA0
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Lane, Charles H. R., 10 Mallards Court, Hangar Roding, Carpenders Park,
Watford, Herts, WD1 5BQ, (GB)

Moulton, John A., 25 Holmcroft, Coventry, CV2 2NL, (GB)

LEGAL REPRESENTATIVE:

Hoste, Colin Francis et al (32041), Marconi Intellectual Property
Crompton Close, Basildon, Essex SS14 3BA, (GB)

PATENT (CC, No, Kind, Date): EP 725525 A2 960807 (Basic)

Ginger R. DeMille

EP 725525 A3 980128
EP 725525 B1 050427
APPLICATION (CC, No, Date): EP 96300134 960108;
PRIORITY (CC, No, Date): GB 9502182 950203
DESIGNATED STATES: BE; DE; DK; ES; FR; NL; SE
INTERNATIONAL PATENT CLASS (V7): H04M-003/42; H04Q-003/00
ABSTRACT WORD COUNT: 99
NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	144
CLAIMS B	(English)	200517	193
CLAIMS B	(German)	200517	169
CLAIMS B	(French)	200517	236
SPEC A	(English)	EPAB96	6701
SPEC B	(English)	200517	6732
Total word count - document A			6846
Total word count - document B			7330
Total word count - documents A + B			14176

...SPECIFICATION to data items. The prefix) (e.g.)C and)M) implies NOT.

5.1. Automatic Call Back (ACB) and Terminating Key Code Protection (TKCP) (C -)C conflict)

The ACB service allows the called party to automatically call back the calling party of the last call directed to the called party. This involves the...

...enables a subscriber to protect his line by a user defined key, i.e. PIN code . Callers are required to enter this key. In order to do this the destination must...

...SPECIFICATION to data items. The prefix) (e.g.)C and)M) implies NOT.

5.1. Automatic Call Back (ACB) and Terminating Key Code Protection (TKCP) (C -)C conflict)

The ACB service allows the called party to automatically call back the calling party of the last call directed to the called party. This involves the...

...enables a subscriber to protect his line by a user defined key, i.e. PIN code . Callers are required to enter this key. In order to do this the destination must...

18/3,K/7 (Item 7 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

00733806

MESSAGING SYSTEM
NACHRICHTENSYSTEM
SYSTEME DE MESSAGERIE

PATENT ASSIGNEE:

BRITISH TELECOMMUNICATIONS public limited company, (846100), 81 Newgate Street, London EC1A 7AJ, (GB), (applicant designated states: BE;CH;DE;ES;FR;GB;IT;LI;NL;SE)

INVENTOR:

BUGBEE, Kenneth, John, 18 Elfort Road Highbury, London N5 1AZ, (GB)

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Dutton, Erica Lindley Graham (56071), BT Group Legal Services, Intellectual Property Department, 8th Floor, Holborn Centre 120 Holborn, London EC1N 2TE, (GB)

PATENT (CC, No, Kind, Date): EP 756724 A1 970205 (Basic)
EP 756724 B1 971210
WO 9529439 951102

APPLICATION (CC, No, Date): EP 95915945 950421; WO 95GB905 950421
PRIORITY (CC, No, Date): GB 9407971 940421
DESIGNATED STATES: BE; CH; DE; ES; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS (V7): G06F-009/40;

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9712W1	318
CLAIMS B	(German)	9712W1	284
CLAIMS B	(French)	9712W1	369
SPEC B	(English)	9712W1	9454
Total word count - document A			0
Total word count - document B			10425
Total word count - documents A + B			10425

...SPECIFICATION the callers entity block(s) into the IRB.

12. Return to Front end.

XCALL - Front End

13. Call Continuity and Control Layer

XCALL - Continuity & Control Layer

14. Check that the caller has access...

...only access etc). Update the call statistics in the method and capsule control tables.

15. Call Back end .

XCALL - Back End

16. Save the Local XCIB.

17. Call the Capsule program

Capsule - Precompiler Generated Code (XC ENTRY statement expansion)

18. Check that the method name, method version, entity number(s...

18/3,K/8 (Item 8 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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00557758

MULTILANGUAGE OPTIMIZING COMPILER USING TEMPLATES IN MULTIPLE PASS CODE GENERATION

MEHRSPRACHEN OPTIMIERENDER COMPILER MIT SCHABLONEN ZUR ERZEUGUNG EINES MEHRFACHCODES

PROGRAMME COMPILATEUR D'OPTIMISATION MULTILANGAGE METTANT EN OEUVRE DES GABARITS POUR L'ELABORATION D'UN CODE DE PASSE MULTIPLE

PATENT ASSIGNEE:

DIGITAL EQUIPMENT CORPORATION, (313080), 146 Main Street, Maynard, MA

01754, (US), (applicant designated states:

BE;CH;DE;ES;FR;GB;IT;LI;NL;SE)

INVENTOR:

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DAVIDSON, Caroline, Sweeney, 155 Rideout Road, Hollis, NH 03049, (US)

FAIMAN, Robert, Neil, Jr., Putnam Hill Road, Wilton, NH 03806, (US)

GROVE, Richard, Barry, 5 Carriage Way, Westford, MA 01886, (US)

HOBBS, Steven, O., 10 Butternut Road, Westford, MA 01886, (US)

MURPHY, Dennis, Joseph, 86 Depot Road, Westford, MA 01886, (US)

LEGAL REPRESENTATIVE:

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PATENT (CC, No, Kind, Date): EP 529049 A1 930303 (Basic)

EP 529049 B1 980429

WO 9215943 920917

APPLICATION (CC, No, Date): EP 92907267 920218; WO 92US1284 920218

PRIORITY (CC, No, Date): US 662461 910227; US 662725 910227; US 662477

910227; US 662483 910227; US 662464 910227

DESIGNATED STATES: BE; CH; DE; ES; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS (V7): G06F-009/45;

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9818	1249

CLAIMS B	(German)	9818	1167
CLAIMS B	(French)	9818	1415
SPEC B	(English)	9818	28814
Total word count - document A			0
Total word count - document B			32645
Total word count - documents A + B			32645

...SPECIFICATION the GEM\$MS package.

If the source module 21 contains errors severe enough to prevent code generation, then the front end 20 should now call
GEM\$LS(underscore)WRITE(underscore)SOURCE to write the listing file and
GEM\$ST(underscore)...

...the internal representation 22. Otherwise, it must proceed with the following steps.

2. Specify the Callback Routines

Before calling the back end 12 to compile the module 21, the front end

...

18/3,K/9 (Item 9 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2006 European Patent Office. All rts. reserv.

00297736

Key telephone system.

Tastenfernsprechsystem.

Systeme de telephones a touches.

PATENT ASSIGNEE:

REDCOM LABORATORIES, Inc., (273041), 1 Redcom Center, Victor New York
14564-0995, (US), (applicant designated states:
AT;BE;CH;DE;ES;FR;GB;GR;IT;LI;NL;SE)

INVENTOR:

DeImege, James William, 27 Berry Lane, North Chili New York 14514, (US)
Day, David J., 2403 Turk Hill Road, Victor, N.Y., (US)

LEGAL REPRESENTATIVE:

Wagner, Karl H. et al (12561), WAGNER & GEYER Patentanwalte
Gewurzmuhlstrasse 5, D-80538 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 324058 A1 890719 (Basic)
EP 324058 B1 940216

APPLICATION (CC, No, Date): EP 88114295 880901;

PRIORITY (CC, No, Date): US 143903 880113

DESIGNATED STATES: AT; BE; CH; DE; ES; FR; GB; GR; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS (V7): H04M-009/00;

ABSTRACT WORD COUNT: 277

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS B	(English)	EPBBF1	1264
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CLAIMS B	(German)	EPBBF1	1146
----------	----------	--------	------

CLAIMS B	(French)	EPBBF1	1518
----------	----------	--------	------

SPEC B	(English)	EPBBF1	10954
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Total word count - document A 0

Total word count - document B 14882

Total word count - documents A + B 14882

...SPECIFICATION flash at an increasing rate as the number of un-answered incoming calls increases.

Automatic Callback

Initiate Automatic Callback

To initiate automatic callback when the called station is busy:

1. Depress the RECALL key.

2. Listen for distinctive dial tone (a high tone followed by normal dial tone).

3. Dial the automatic callback access code.

4. Successful setup is indicated by three bursts of dial tone.

5. Hang up the phone and wait for ringing.

6. Answer the call and receive ringback tone. This indicates the ringing of the called station.

7. On answer connection is made to the called party.

Cancel Automatic Callback

To cancel automatic callback :

1. Dial the cancel automatic callback access code.
2. Successful cancellation of automatic callback is indicated by three bursts of dial tone.

Call Forwarding

To have all calls to...

...routing code):

1. Dial the call forwarding access code.
2. Dial the call forwarding condition code .

Possible condition codes are:

- 0 = Forward no calls.
1 = Forward all calls if the station...

18/3,K/10 (Item 10 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2006 European Patent Office. All rts. reserv.

00270942

Adjunct processor for providing computer facility access protection via call transfer.

Zusatzverarbeitungseinheit zum Rechnereinrichtungszugriffsschutz durch Rufübertragung.

Unité de traitement auxiliaire pour assurer la protection d'accès aux installations de calculateur par transfert d'appel.

PATENT ASSIGNEE:

AMERICAN TELEPHONE AND TELEGRAPH COMPANY, (589370), 550 Madison Avenue,
New York, NY 10022, (US), (applicant designated states:
AT;BE;CH;DE;FR;GB;IT;LI;NL;SE)

INVENTOR:

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80234, (US)

Coffman, James Eugene, 4560 Martin Drive, Boulder Colorado 80303, (US)

LEGAL REPRESENTATIVE:

Buckley, Christopher Simon Thirsk et al (28913), AT&T (UK) LTD. 5
Mornington Road, Woodford Green, Essex IG8 OTU, (GB)

PATENT (CC, No, Kind, Date): EP 262859 A1 880406 (Basic)
EP 262859 B1 911211

APPLICATION (CC, No, Date): EP 87308411 870923;

PRIORITY (CC, No, Date): US 913288 860930

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS (V7): G06F-001/00;

ABSTRACT WORD COUNT: 137

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	616
CLAIMS B	(German)	EPBBF1	600
CLAIMS B	(French)	EPBBF1	808
SPEC B	(English)	EPBBF1	3668
Total word count - document A			0
Total word count - document B			5692
Total word count - documents A + B			5692

...SPECIFICATION s identity. when the offsite computer signals acceptance to the central computer, the latter completes the call connection to the caller.

US-A- 4096356 discloses a business communication system which involves call rerouting. However , there is no mention of any application to caller validation in a system for accessing a computer, and hence no return...

...vol. 57, No. 5, 8th March 1984, pages 131-135, New York, US; J. Smith: " Call -back schemes ward off unwanted access by telephone" discloses a business communication system involving computer...

...to the calling party after the screening process has been completed until the end of the call .

According to one aspect of this invention there is provided a method

as claimed in claim 1.
According...

...call transfer capability of the business communication system. This adjunct processor arrangement performs a centralized call screening function to provide computer facility access security. Every call origination in the business communication system from a user to a protected computer facility is interdicted by the business communication system...

18/3,K/11 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00809713 **Image available**

A SYSTEM FOR GENERATING A NOTIFICATION SIGNAL TO INDICATE AN INCOMING INTERNET COMMUNICATION
SYSTEME DESTINE A GENERER UN SIGNAL DE NOTIFICATION AFIN D'INDIQUER UNE COMMUNICATION INTERNET ENTRANTE

Patent Applicant/Inventor:

HO Thain Ting, 29 Kingswear Avenue, Singapore 557210, SG, SG (Residence),
SG (Nationality)

Legal Representative:

MCCALLUM Graeme David (agent), Lloyd Wise, Tanjong Pagar, P.O. Box 636,
Singapore 910816, SG,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200143398 A1 20010614 (WO 0143398)

Application: WO 99SG140 19991210 (PCT/WO SG9900140)

Priority Application: WO 99SG140 19991210

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE
GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN
YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext word Count: 5660

Fulltext Availability:

Detailed Description

Detailed Description

... procedure with the local call manager 60.

This involves the call notification apparatus 80 calling back the local call manager 60 and passing an identity code to the local call manager. If the identity code corresponds to the identity code of the called party with whom the user 3 is trying to establish the communication...

...call manager issues a call accept signal to the apparatus 80. The apparatus 80 then terminates the call with the local call manager and generates a notification signal to the user 1 to...

18/3,K/12 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00784200

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A HIGH SPEED MULTI-TIER COMMUNICATION NETWORK WITH INCREASED EFFICIENCY
SYSTEME, METHODE ET ARTICLE FABRIQUE POUR RESEAU DE COMMUNICATION GRANDE VITESSE A PLUSIEURS NIVEAUX ET A EFFICACITE ACCRUE

Patent Applicant/Assignee:

Ginger R. DeMille

ANDERSEN CONSULTING LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,
Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200117313 A1 20010308 (WO 0117313)
Application: WO 2000US24155 20000831 (PCT/WO US0024155)
Priority Application: US 99386617 19990831

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK DZ EE ES FI GB
GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN
YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 63185

Fulltext Availability:

Detailed Description

Detailed Description

... call. Each participant would be required to move information to their
personal computer before the call terminated, since the webpage is
temporary and is deleted upon termination of the call.

The temporary webpage is password protected to avoid unauthorized
access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling,
one-to-many calling (conference calling, fax broadcast,

85

text-to-speech message delivery, voice-to-voice message delivery,
conference call reservation whereby the server sends E-mails to call
-to participants with the conference call details, the server sends
fax to call -to participants, or the server sends a text-tospeech
message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and
an...

18/3,K/13 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2006 WIPO/Univentio. All rts. reserv.

00784181 **Image available**

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR IMPLEMENTING A HYBRID
NETWORK

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA MISE EN OEUVRE
D'UN RESEAU HYBRIDE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037,
Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200117170 A2-A3 20010308 (WO 0117170)

Ginger R. DeMille

Application: WO 2000US24270 20000831 (PCT/WO US0024270)
Priority Application: US 99386898 19990831
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 63382
Fulltext Availability:
Detailed Description

Detailed Description
... personal computer before the call terminated, since the webpage is temporary and is deleted upon termination of the call.

The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential
The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast, 85 text-to-speech message delivery, voice-to-voice message delivery, conference call reservation whereby the server sends E-mails to call -to participants with the conference call details, the server sends fax to call -to participants, or the server sends a text-to-speech message to call -to participants.

Internet Service Potential
Real-time view of the status of each conference call participant, ANI and an...

18/3,K/14 (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00784180 **Image available**
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A NETWORK-BASED PREDICTIVE FAULT MANAGEMENT SYSTEM
SYSTEME, PROCEDE ET ARTICLE POUR SYSTEME DE GESTION PREVISIONNELLE DES ANOMALIES SUR RESEAU

Patent Applicant/Assignee:
ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)
Inventor(s):
BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US,

Legal Representative:
HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):
Patent: WO 200117169 A2-A3 20010308 (WO 0117169)
Application: WO 2000US24237 20000831 (PCT/WO US0024237)
Priority Application: US 99387277 19990831

Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 63137

Fulltext Availability:
Detailed Description

Detailed Description

... call. Each participant would be required to move information to their personal computer before the call terminated, since the webpage is temporary and is deleted upon termination of the call.

The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast, 85 text-to-speech message delivery, voice-to-voice message delivery, conference call reservation whereby the server sends E-mails to call -to participants with the conference call details, the server sends fax to call -to participants, or the server sends a text-to-speech message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and an...

18/3,K/15 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00784159

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR REMOTE DEMONSTRATION OF BUSINESS CAPABILITIES IN AN E-COMMERCE ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA DEMONSTRATION A DISTANCE DES CAPACITES COMMERCIALES DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US,

Legal Representative:

HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,
Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116849 A2 20010308 (WO 0116849)
Application: WO 2000US24272 20000831 (PCT/WO US0024272)
Priority Application: US 99388026 19990831

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 63151

Fulltext Availability:
Detailed Description

Detailed Description

... call. Each participant would be required to move information to their

personal computer before the call terminated, since the webpage is temporary and is deleted upon termination of the call.

The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast, 85 text-to-speech message delivery, voice-to-voice message delivery, conference call reservation whereby the server sends E-mails to call -to participants with the conference call details, the server sends fax to call -to participants, or the server sends a text-to-speech message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and an...

18/3,K/16 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00761461 **Image available**

SYSTEM AND METHOD FOR A RULES DATABASE SERVER IN A HYBRID COMMUNICATION SYSTEM

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A UN SERVEUR DE BASE DE DONNEES DE REGLES DANS UNE ARCHITECTURE DE SYSTEME DE COMMUNICATION HYBRIDE

Patent Applicant/Assignee:

AC PROPERTIES B V, Parksraat 83, The Hague, NL-2514 JB's Gravenhage, NL, NL (Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E (agent), Hickman Stephens Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074337 A2-A3 20001207 (WO 0074337)
Application: WO 2000US15387 20000602 (PCT/WO US0015387)
Priority Application: US 99324356 19990602

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext word Count: 36780

Fulltext Availability:

Detailed Description

Detailed Description

... Each participant would be required to move information to their personal computer before the call terminated, since the webpage is temporary and is deleted upon termination of the call. The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast,

text-to-speech message delivery, voice-to-voice message delivery,
71
conference call reservation whereby the server sends E-mails to call
-to participants with the conference call details, the server sends
fax to call -to participants, or the server sends a text-to-speech
message to call -to participants.

Internet Service Potential
Real-time view of the status of each conference call participant, ANI and
an...

18/3,K/17 (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00760966 **Image available**
USER INTERFACE FOR IP TELEPHONY
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION A INTERFACE UTILISATEUR DE
TELEPHONE INTERNET INTEGREE POUR EXPLORER UNE ARCHITECTURE HYBRIDE D'UN
SYSTEME DE COMMUNICATION

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB, 'S Gravenhague, NL, NL
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E (agent), Hickman Stephens Coleman & Hughes, LLP, P.O.
Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074431 A2-A3 20001207 (WO 0074431)
Application: WO 2000US15273 20000602 (PCT/WO US0015273)
Priority Application: US 99324456 19990602

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 36036

Fulltext Availability:
Detailed Description

Detailed Description

... computer before the call ten-ninated, since the webpage is temporary
and is deleted upon termination of the call . The temporary webpage is
password protected to avoid unauthorized access to the information
contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling,
one-to-many calling (conference calling, fax broadcast,
text-to-speech message delivery, voice-to-voice message delivery,
71

conference call reservation whereby the server sends E-mails to call
-to participants with the conference call details, the server sends
fax to call -to participants, or the server sends a text-to-speech
message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and
an...

18/3,K/18 (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00760965 **Image available**

SYSTEM AND METHOD FOR CUSTOMER DRIVEN QOS IN A HYBRID COMMUNICATION SYSTEM
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION CENTRES SUR LA QUALITE DU
SERVICE CLIENTELE DANS UN SYSTEME DE COMMUNICATION HYBRIDE

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB's Gravenhage, NL, NL
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E (agent), Hickman Stephens Coleman & Hughes, LLP, P.O.
Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074430 A2-A3 20001207 (WO 0074430)

Application: WO 2000US15237 20000602 (PCT/WO US0015237)

Priority Application: US 99324348 19990602

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT (utility model) AU AZ BA BB BG BR BY CA CH CN CR CU CZ
CZ (utility model) DE DE (utility model) DK DK (utility model) DM DZ EE
EE (utility model) ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
PL PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US
UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 36088

Fulltext Availability:

Detailed Description

Detailed Description

... call. Each participant would be required to move information to their
personal computer before the call terminated, since the webpage is
temporary and is deleted upon termination of the call. The temporary
webpage is password protected to avoid unauthorized access to the
information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling,
one-to-many calling (conference calling, fax broadcast,
text-to-speech message delivery, voice-to-voice message delivery,

71

conference call reservation whereby the server sends E-mails to call
-to participants with the conference call details, the server sends
fax to call -to participants, or the server sends a text-to-speech
message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and
an...

18/3,K/19 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00760933 **Image available**

SYSTEM, METHOD AND DEVICE FOR ROAMING SUBSCRIBER REGISTRATION
SYSTEME, PROCEDE ET DISPOSITIF DE DEPLACEMENT D'ENREGISTREMENT D'ABONNES

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JG, 'S Gravenhage, NL, NL

(Residence), NL (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US, US (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box
52037, Palo Alto, CA 94303-0746, US
Patent and Priority Information (Country, Number, Date):
Patent: WO 200074397 A1 20001207 (WO 0074397)
Application: WO 2000US15236 20000602 (PCT/WO US0015236)
Priority Application: US 99324984 19990602
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY CA CH CN CR CU CZ
CZ (utility model) DE DE (utility model) DK DK (utility model) DM DZ EE
ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 36579

Fulltext Availability:
Detailed Description

Detailed Description

... call. Each participant would be required to move information to their
personal computer before the call terminated, since the webpage is
temporary and is deleted upon termination of the call. The temporary
webpage is password protected to avoid unauthorized access to the
information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling,
one-to-many calling (conference calling, fax broadcast,
text-to-speech message delivery, voice-to-voice message delivery,
conference call reservation whereby the server sends E-mails to call
-to participants with the conference call details, the server sends
fax to call -to participants, or the server sends a text-to-speech
message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and
an...

18/3,K/20 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00760883 **Image available**

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DYNAMIC BILLING UTILIZING
QUALITY OF SERVICE IN A HYBRID COMMUNICATION SYSTEM ARCHITECTURE
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A UNE FACTURATION
DYNAMIQUE AU MOYEN D'UNE QUALITE DE SERVICE DANS UNE ARCHITECTURE DE
COMMUNICATION HYBRIDE

Patent Applicant/Assignee:

AC PROPERTIES BV, Parkstraat 83, NL-2514 JG 's Gravenhage, The Hague, NL,
NL (Residence), NL (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

COLEMAN Brian R (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,
Palo Alto, CA 94303, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074336 A2-A3 20001207 (WO 0074336)
Application: WO 2000US15275 20000602 (PCT/WO US0015275)
Priority Application: US 99324571 19990602
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK DZ EE ES FI GB GE
GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN
YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext word Count: 36644

Fulltext Availability:
Detailed Description

Detailed Description

... call. Each participant would be required to move information to their personal computer before the call terminated, since the webpage is temporary and is deleted upon termination of the call. The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast, text-to-speech message delivery, voice-to-voice message delivery, 71 conference call reservation whereby the server sends E-mails to call -to participants with the conference call details, the server sends fax to call -to participants, or the server sends a text-to-speech message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and an...

18/3,K/21 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00760874 **Image available**

SYSTEM AND METHOD FOR PROACTIVE PERFORMANCE MANAGEMENT IN A HYBRID COMMUNICATION SYSTEM
SYSTEME ET PROCEDE DE GESTION PROACTIVE DE L'EFFICACITE DANS UN SYSTEME DE COMMUNICATION HYBRIDE

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, NL-2514 JB, 'S Gravenhage, NL, NL
(Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074325 A1 20001207 (WO 0074325)
Application: WO 2000US15391 20000602 (PCT/WO US0015391)
Priority Application: US 99324981 19990602

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK DM DZ EE ES FI
GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ
UA UG US UZ VN YU ZA ZW

Ginger R. DeMille

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 37872

Fulltext Availability:

Detailed Description

Detailed Description

... computer before the call ten-ninated, since the webpage is temporary and is deleted upon termination of the call . The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast, text-to-speech message delivery, voice-to-voice message delivery, 71

conference call reservation wherebv the server sends E-mails to call -to participants with the conference call details, the server sends fax to call -to participants. or the server sends a text-tospeech message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant. ANI and an...

18/3,K/22 (Item 12 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2006 WIPO/Univentio. All rts. reserv.

00760873 **Image available**

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MANAGING NETWORK DATA IN A HYBRID NETWORK ARCHITECTURE
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR LA GESTION DE DONNEES DE RESEAU DANS UNE ARCHITECTURE DE RESEAU HYBRIDE

Patent Applicant/Assignee:

AC PROPERTIES B V, Parkstraat 83, The Hague, NL-2514 JG 'S Gravenhage, NL
, NL (Residence), NL (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado springs, CO 80918
, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200074324 A1 20001207 (WO 0074324)

Application: WO 2000US15238 20000602 (PCT/WO US0015238)

Priority Application: US 99324628 19990602

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY CA CH CN CR CU CZ
CZ (utility model) DE DE (utility model) DK DK (utility model) DM DZ EE
ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 37631

Fulltext Availability:

Detailed Description

Detailed Description

... call. Each participant would be required to move information to their personal computer before the call terminated, since the webpage is temporary and is deleted upon termination of the call. The temporary webpage is password protected to avoid unauthorized access to the information contained in the webpage.

Callback Service Potential

The callback service includes support for one-to-one calling, one-to-many calling (conference calling, fax broadcast, text-to-speech message delivery, voice-to-voice message delivery, 71 conference call reservation whereby the server sends E-mails to call -to participants with the conference call details, the server sends fax to call -to participants, or the server sends a text-to-speech message to call -to participants.

Internet Service Potential

Real-time view of the status of each conference call participant, ANI and an...

18/3,K/23 (Item 13 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00741126 **Image available**

PROCESS FOR SCREENING AND TRACKING USERS ON A TELEPHONIC NETWORK
PROCEDE DE FILTRAGE ET DE LOCALISATION D'UTILISATEURS D'UN RESEAU
TELEPHONIQUE

Patent Applicant/Inventor:

NOVAK Don, 6916 B N.E. 44th Cir., Vancouver, WA 98661, US, US (Residence)
, US (Nationality)

Legal Representative:

BECKER Todd M (agent), Davis Wright Tremaine LLP, 2600 Century Square,
1501 Fourth Avenue, Seattle, WA 98101-1688, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200054491 A1 20000914 (WO 0054491)
Application: WO 2000US6195 20000309 (PCT/WO US0006195)
Priority Application: US 99265118 19990309

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE
GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU
ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext word Count: 4157

Fulltext Availability:

Detailed Description

Detailed Description

... or simultaneous connections under the same user identification. If a multiple connection is found, the call is terminated and the details of the call are stored in the call detail report on a suspect user database, with the user's risk code changed to identify the level of risk. The process of assigning risk codes is explained below.

- 5 At steps 30 and 32, the process performs an automatic dial - back to the user based on the info digit code (ANI) passed to it and the 800 number used to contact the platform. In the...

18/3,K/24 (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00578044

DIRECTED RETRY METHOD FOR USE IN A WIRELESS LOCATION SYSTEM
PROCEDE DE REPRISE DIRIGEE, UTILE DANS UN SYSTEME DE LOCALISATION D'UN
TELEPHONE SANS FIL

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041417 A1 20000713 (WO 0041417)

Application: WO 99US29462 19991213 (PCT/WO US9929462)

Priority Application: US 99227764 19990108; US 99235734 19990122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 46975

Fulltext Availability:

Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the
wireless transmitter. The wireless Location System can also force a
call termination (hang up) and then call the wireless transmitter back...

...call can be terminated either lo by verbally instructing the mobile user
to disconnect the call , by disconnecting the call at the landline
end of the call , or by sending an artificial over-the-air disconnect
message.to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a
mobile unit. The call - back invokes the above-described paging
sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the
above-described audit or "hang up and call back " process is
employed to elicit a responsive transmission from the mobile unit, and
then a second location estimate is made. Whether the audit or "hang up
and call back " process is used will depend on whether the wireless
communications system and wireless transmitter have...

18/3,K/25 (Item 15 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00578031 **Image available**

EFFICIENT DEMODULATION TECHNIQUES FOR A WIRELESS LOCATION SYSTEM
PROCEDE PUISSANT DE DEMODULATION POUR SYSTEME DE RADIOLOCALISATION

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,

HAVERTY James D,

SHEENAN Joseph W,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041404 A2 20000713 (WO 0041404)

Application: WO 99US29506 19991213 (PCT/WO US9929506)

Priority Application: US 99227764 19990108; US 99228673 19990112

Designated States:

(Protection type is "patent" unless otherwise stated - for applications

prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English
Fulltext word Count: 47923

Fulltext Availability:
Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back using the standard ANI code. The call can be terminated either by verbally instructing the mobile user to disconnect the call, by disconnecting the call at

105

the landline end of the call, or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back" process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. Whether the audit or "hang up and call back" process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/26 (Item 16 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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00578030 **Image available**

CALIBRATION FOR WIRELESS LOCATION SYSTEM
ETALONNAGE POUR SYSTEME DE RADIOLOCALISATION

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041403 A2 20000713 (WO 0041403)

Application: WO 99US29505 19991213 (PCT/WO US9929505)

Priority Application: US 99227764 19990108

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English
Fulltext word Count: 48819

Fulltext Availability:
Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back...

...The call can be terminated either by verbally instructing the mobile user to disconnect the call. by disconnecting the call at the

landline end of the call , or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back" process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. Whether the audit or "hang up and call back" process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/27 (Item 17 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00578029 **Image available**

A SIGNAL COLLECTION SYSTEM

ARCHITECTURE D'UN DISPOSITIF DE COLLECTE DE SIGNAUX DESTINE A UN SYSTEME DE LOCALISATION DE TELEPHONE SANS FIL

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,
SHEENAN Joseph W,
HARRIS Tim J,
BULL Jeffrey F,
ANDERSON Robert J,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041402 A2 20000713 (WO 0041402)

Application: WO 99US29463 19991213 (PCT/WO US9929463)

Priority Application: US 99227764 19990108; US 99228362 19990111

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 49194

Fulltext Availability:

Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back using the standard ANI code. The call can be terminated either by verbally instructing the mobile user to disconnect the call, by disconnecting the call at

105

the landline end of the call , or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back" process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. Whether the audit or "hang up and call back" process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/28 (Item 18 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00577946 **Image available**

MULTIPLE DEMODULATION PROTOCOLS FOR A WIRELESS LOCATION SYSTEM
PROTOCOLES DE DEMODULATION MULTIPLES POUR SYSTEME DE RADIOLOCALISATION

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,
SHEENAN Joseph W,
HARRIS Tim J,
BULL Jeffrey F,
ANDERSON Robert J,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041319 A2 20000713 (WO 0041319)

Application: WO 99US29581 19991213 (PCT/WO US9929581)

Priority Application: US 99227764 19990108; US 99228215 19990111

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 46807

Fulltext Availability:

Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back...

...The call can be terminated either by verbally instructing the mobile user to disconnect the call, by disconnecting the call at the landline end of the call, or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back" process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. Whether the audit or "hang up and call back" process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/29 (Item 19 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00577620 **Image available**

METHOD FOR IMPROVING THE WIRELESS LOCATION SYSTEM
PROCEDE D'AMELIORATION D'UN SYSTEME DE LOCALISATION DE TELEPHONE SANS FIL

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200040993 A1 20000713 (WO 0040993)

Application: WO 99US29461 19991213 (PCT/WO US9929461)

Priority Application: US 99227764 19990108; US 99229056 19990112

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 46718

Fulltext Availability:

Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back...

...call can be terminated either io by verbally instructing the mobile user to disconnect the call , by disconnecting the call at the landline end of the call , or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back " process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. whether the audit or "hang up and call back " process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/30 (Item 20 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00577619 **Image available**

LOCATION METHOD FOR A WIRELESS LOCATION SYSTEM

PROCEDE DE LOCALISATION POUR UN SYSTEME DE RADIOLOCALISATION

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200040992 A1 20000713 (WO 0040992)

Application: WO 99US29507 19991213 (PCT/WO US9929507)

Priority Application: US 99227764 19990108; US 99229130 19990112

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 47552

Fulltext Availability:

Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back using the standard ANI code. The call can be terminated either by verbally instructing the mobile user to disconnect the call, by

disconnecting the call at

104

the landline end of the call , or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back" process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. Whether the audit or "hang up and call back" process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/31 (Item 21 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00577618 **Image available**

BANDWIDTH SYNTHESIS FOR WIRELESS LOCATION SYSTEM

SYNTHESE DE LARGEUR DE BANDE, DESTINEE A UN SYSTEME SANS FIL DE LOCALISATION

Patent Applicant/Assignee:

TRUEPOSITION INC,

Inventor(s):

STILP Louis A,

COUNSELMAN Charles C III,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200040991 A1 20000713 (WO 0040991)

Application: WO 99US29460 19991213 (PCT/WO US9929460)

Priority Application: US 99227764 19990108; US 99228373 19990112

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ
TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 47695

Fulltext Availability:

Detailed Description

Detailed Description

... wireless communications system, which sends the audit message to the wireless transmitter. The wireless Location System can also force a call termination (hang up) and then call the wireless transmitter back...

...The call can be terminated either by verbally instructing the mobile user to disconnect the call , by disconnecting the call at the landline end of the call , or by sending an artificial over-the-air disconnect message to the base station. This...

...air disconnect message simulates the pressing of the "END" button on a mobile unit. The call - back invokes the above-described paging sequence and forces the phone to initiate two transmissions that...

...be summarized. First, an initial location estimate is made. Next, the above-described audit or "hang up and call back" process is employed to elicit a responsive transmission from the mobile unit, and then a second location estimate is made. Whether the audit or "hang up and call back" process is used will depend on whether the wireless communications system and wireless transmitter have...

18/3,K/32 (Item 22 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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00568560 **Image available**

VOICE OVER DATA TELECOMMUNICATIONS NETWORK ARCHITECTURE
ARCHITECTURE DE RESEAU DE TELECOMMUNICATION VOIX-DONNEES

Patent Applicant/Assignee:

LEVEL 3 COMMUNICATIONS INC,

Inventor(s):

ELLIOTT Isaac K,
HIGGINS Steven P,
DUGAN Andrew John,
PETERSON Jon,
HERNANDEZ Robert L,
STEELE Rick D,
BAKER Bruce W,
TERPSTRA Rich,
MITCHELL Jonathan S,
WANG Jin-Gen,
STEARNS Harold,
ZIMMERER Eric,
WAIBEL Ray,
OWEN Kraig,
LEWIS Shawn M,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200031933 A1 20000602 (WO 0031933)

Application: WO 99US27658 19991122 (PCT/WO US9927658)

Priority Application: US 98197203 19981120

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA
UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU
TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG
CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext word count: 105482

Fulltext Availability:

Detailed Description

Detailed Description

... signaling on an AG;

FIG. 24D depicts an exemplary data call on a NAS with callback
outbound reorigination;

FIG. 25A depicts an exemplary voice call originating on access server
trunks on an AG and terminating on access server trunks on an AG;

FIG. 25B depicts an exemplary data call on an AG;

FIG. 25C depicts an exemplary voice call originating on access server
trunks on an AG and terminating on SS7 signaled trunks on a TG;

FIG. 25D depicts an exemplary outbound data call from a NAS via access
server signaling to an AG;

FIG. 26A depicts a more detailed diagram of message flow for an
exemplary voice call received over a TG;

FIG.

18/3,K/33 (Item 23 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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00565347 **Image available**

METHOD FOR PROVIDING TELEPHONIC SERVICES
PROCEDE PERMETTANT D'ACCEDER A DES SERVICES TELEPHONIQUES

Patent Applicant/Assignee:

PILGRIM TELEPHONE INC,

KUGELL Stanley,

Inventor(s):

KUGELL Stanley,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200028720 A1 20000518 (WO 0028720)
Application: WO 99US20194 19990902 (PCT/WO US9920194)
Priority Application: US 98189366 19981109

Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE
GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU
ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH
CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW
ML MR NE SN TD TG

Publication Language: English
Fulltext Word Count: 5845

Fulltext Availability:
Detailed Description

Detailed Description

... can select a
desired service. Services include conventional long-distance
calling (e.g., 1 + area code + 7 digits (and foreign
equivalents)), conventional service code calling (e.g., wv800vt
and "900" numbers...

...ones to be used. The services could include
speed dialing, other abbreviated dialing patterns, specialized
dialing patterns, vertical service codes, voice-activated
dialing, Directory Assistance, Operator assistance, prompted
dialing, selection of billing methods, entertainment services,
information services, 900...

...call made to the toll-free number
by a customer from a calling number, providing call - back
options to the customer, receiving an indication of at least
one call - back option from the customer and hanging up the
call. The customer is then called back in accordance with the
at least one call - back option.

In a still further embodiment, the customer is
provided with a dialing prompt, whereby the customer can
select a desired service. Services include conventional long
distance calling (e.g., 1 + area code + 7 digits (and foreign
equivalents)), conventional service code calling (e.g., 11800"
and "900" numbers), and the calling of numbers which reach
information providers...

18/3,K/34 (Item 24 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00556009 **Image available**

ON-LINE POSTAGE SYSTEM
SYSTEME D'AFFRANCHISSEMENT EN LIGNE

Patent Applicant/Assignee:

STAMPS COM INC,

Inventor(s):

ANANDA Mohan,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200019382 A1 20000406 (WO 0019382)
Application: WO 99US22074 19990923 (PCT/WO US9922074)
Priority Application: US 98163993 19980929

Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ TM
AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM
GA GN GW ML MR NE SN TD TG

Publication Language: English
Fulltext Word Count: 25709

Fulltext Availability:
Detailed Description

Detailed Description

... requires special hardware for billing use of application software and does not use a dynamic password for preventing unauthorized use of application software.

Another prior art system, disclosed in U.S...

...for distributing software by telephone. A central station accepts credit card information, transmits an acceptance code to a caller, and terminates the call. The central station first verifies the caller's credit card, and then calls back the caller. The transaction is continued after receiving the acceptance code. The central station transfers a control transfer program and initialization program to the caller. The...

18/3,K/35 (Item 25 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00535347 **Image available**

POINT-OF-PRESENCE CALL CENTER MANAGEMENT SYSTEM
SYSTEME DE GESTION POUR CENTRES D'APPELS DE POINTS DE CONTACT (POP)

Patent Applicant/Assignee:

CALLNET COMMUNICATIONS INC,
UPPALURU Prem,
SUNDARAM Mukesh,

Inventor(s):

UPPALURU Prem,
SUNDARAM Mukesh,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9966699 A1 19991223
Application: WO 99US5266 19990309 (PCT/WO US9905266)
Priority Application: US 9890091 19980619; US 99249395 19990212

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR LC LK LR LS LT
LU LV MD MG MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT UA UG US UZ VN YU ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD
RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF
CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English
Fulltext Word Count: 11940

Fulltext Availability:
Detailed Description

Detailed Description

... CALL) f
SendMessage (POPCallManager, QUEUE-CALL@ ICR, ...

Cleanup

Exit

Break;

29

Case USER-HANGUP: User hangs up the call

// Inform the POP Call Manager that the user has terminated the call

SendMessage (POPCallManager, USER- TERMINATION , ICR,

// Clean up and exit

Cleanup

Exit (...

Case TERMINATE: POP Call Manager terminates hold session

Ginger R. DeMille

```
// Transfer call back to POP Call Manager
SendMessage ( POPCallManager, TRANSFER-CALL, ICR, ...
```

```
// Clean up and exit
Cleanup( ...
```

```
Exit
End VRCInstance
Pseudo Code Listing C - Premises Call Manager
PremisesCallManager
Messages.
```

```
[ALLOCATE-PROXY-CALL, PLACE-PROXY-CALL@ AGENT-READY,
INCOMING- CALL , USER- TERMINATION5 AGENT- TERMINATION ];
Data.
```

```
PCR
POPGateway; Address of the POP Gateway responsible for this
call
CalledPartyNumber; Number that...
```

18/3,K/36 (Item 26 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00484627
INTEGRATED BUSINESS SYSTEM FOR WEB BASED TELECOMMUNICATIONS MANAGEMENT
SYSTEME D'ECHANGES COMMERCIAUX INTEGRES POUR LA GESTION DE
TELECOMMUNICATIONS SUR LE WEB

Patent Applicant/Assignee:

BARRY B Reilly,
CHODORONEK Mark A,
DeROSE Eric,
GONZALES Mark N,
JAMES Angela R,
LEVY Lynne,
TUSA Michael,

Inventor(s):

BARRY B Reilly,
CHODORONEK Mark A,
DeROSE Eric,
GONZALES Mark N,
JAMES Angela R,
LEVY Lynne,
TUSA Michael,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9915979 A1 19990401
Application: WO 98US20170 19980925 (PCT/WO US9820170)
Priority Application: US 9760655 19970926

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AU BR CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext word Count: 88075

Fulltext Availability:
Detailed Description

Detailed Description

... customers with the following pertaining to their
telecommunications networks: Priced Reporting
(formerly Perspective), for priced call data and
reporting, and TrafficView for unpriced call detail
data and rep(?rting; Toll-Free...

18/3,K/37 (Item 27 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00477117 **Image available**

**MOBILE TELECOMMUNICATIONS SYSTEM
SYSTEME DE TELECOMMUNICATIONS MOBILE**

Patent Applicant/Assignee:

ORANGE PERSONAL COMMUNICATIONS SERVICES LTD,
O'NEIL Dominic Desmond Phelim,

Inventor(s):

O'NEIL Dominic Desmond Phelim,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9908469 A1 19990218

Application: WO 98GB2349 19980805 (PCT/WO GB9802349)

Priority Application: GB 9716700 19970806

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH
GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES
FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN
TD TG

Publication Language: English

Fulltext Word Count: 4083

English Abstract

...switch unit (30, 31) determine the data storage unit (HLR) associated with the input identification code. In a second state, the register unit (15) is linked to a routing unit (40...

...may then handle the call in one of various different ways such as rerouting the call back to the network or terminating the call. The state of the register unit (15) is determined by a condition such as time...

18/3,k/38 (Item 28 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00471058 **Image available**

ANI BASED ROUTING

ACHEMINEMENT BASE SUR L'IDENTIFICATION AUTOMATIQUE DU NUMERO (ANI)

Patent Applicant/Assignee:

DSC TELECOM L P,

Inventor(s):

SHAH Tasvir,
DANIEL Lynn C,
SHEN Hu,
KANNAN Comandur S,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9901992 A2 19990114

Application: WO 98US13748 19980701 (PCT/WO US9813748)

Priority Application: US 9751731 19970703; US 9752699 19970716

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH GM
KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 9816

Fulltext Availability:

Detailed Description

Detailed Description

... a route list based on a "CarrierID". The "CarrierID" can be determined through the authorization code or the ANI associated with the call. The SCF, based on the ANI (or authorization code), reads the route list associated with the subscribed CarrierID and returns routing information

to the SSF.

The SSF routes the call back to the home switch 132 with terminating routing information.

27

ANISR allows routing information to be dependent upon a number of factors.

First, ANISR can support Call Type routing where terminating route lists are based on the type of call, as shown in Figure 11. The...

18/3,K/39 (Item 29 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00456834 **Image available**

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SWITCHED TELEPHONY
COMMUNICATION
SYSTEME PROCEDE ET ARTICLE CONCU POUR LES COMMUNICATIONS TELEPHONIQUES PAR
RESEAU COMMUTE

Patent Applicant/Assignee:

MCI WORLDCOM INC,

Inventor(s):

ZEY David A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9847298 A2 19981022

Application: WO 98US7927 19980415 (PCT/WO US9807927)

Priority Application: US 97835789 19970415; US 97834320 19970415

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU
IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL
PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH GM KE LS MW
SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR
IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 156638

Fulltext Availability:

Detailed Description

Detailed Description

... telephone network" and require all parties to contact a common number to establish the conference call (AT&T TeIeConference Service: On-Line Trial Information, 2/7/ ...voice and data circuits which traverse through a Digital Cross-Connect System (DXC). When a callback feature is selected, the remote test system bridges a local phone line to a customer's DSO circuit. If the circuit under...

...voice circuit, the remote tester performs voice testing which includes selecting appropriate signaling states for callback to the customer's phone over the circuit under test by the remote test system. The callback feature enables the remote tester to enter a phone number to a co-located phone...

...to an internal card. The purpose of the phone lines are to allow the test system to place outbound calls. After a remote user enters a number, which includes an area code or their co-located phone, the remote test system selects one of the local phone lines, goes off hook, and upon detecting dial tone from the local telco central office...on an MCI switch 2.

The switch 2 detects that it is an 800 Number service and performs an 800

Number Translation from a reference table in the switch or requests...

...agents capable of call processing include Manual Telecommunications Operator Console (MTOC)s 6 or Automated Call Processors (ACP)s 7 with

associated Network Audio Servers (NAS)s 7a. The ISNAP 5 determines which of the Agents is free to handle the call and routes the voice call to a specific Agent.

The Agents are built with sophisticated call processing software. The Agent gathers all the relevant information from the Calling Party including the telephone number of the Called Party. The Agent then communicates with the...on the network with authorization to do so. In an alternate embodiment, the order entry system utilizes a web interface for accessing an existing directory service database 1934 to provide information for the profile to supplement user entered information.

The Internet...user by using the VNET number to look up a user profile and comparing the password in the profile to the password received. Once the user has been validated, the directory...the configuration data sent during the login request. Upon successful update of the, the directory service sends a response back to the specified IP address indicating that the message was received and processed.

This acknowledgment...

...in this section showed a PC on-line registration where the PC simply sends a password to the directory 1 93 service to log-on. A variation for this log-on procedure would be the following call flow segment where the directory service presents a challenge and the PC user must respond to the challenge to complete the ...the user is "on line" and is located at the specified IP address. The directory service will also update the profile with the configuration data sent during the login request. Upon...

...contain some sort of security or encryption key to guarantee secure communication with the directory service when issuing additional commands.

When the PC receives this response message it may choose to notify the user via a visual or audible indicator.

2. VNET PC queries a directory service for a...message back to the ITG indicating that the PC is offering the call to the user of the PC
3. The user of the PC answers to call and a message...

18/3,K/40 (Item 30 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00443927

A COMMUNICATION SYSTEM ARCHITECTURE
ARCHITECTURE D'UN SYSTEME DE COMMUNICATION
Patent Applicant/Assignee:

MCI WORLDCOM INC,
EASTEP Guido M,
LITZENBERGER Paul R,
OREBAUGH Shannon R,
ELLIOTT Isaac K,
STELLE Rick,
SCHRAGE Bruce,
BAXTER Craig A,
ATKINSON Wesley,
KNOSTMAN Chuck,
CHEN Bing,
VANDERSLUIS Kristan,

Inventor(s):

EASTEP Guido M,
LITZENBERGER Paul R,
OREBAUGH Shannon R,
ELLIOTT Isaac K,

STELLE Rick,
SCHRAGE Bruce,
BAXTER Craig A,
ATKINSON Wesley,
KNOSTMAN Chuck,
CHEN Bing,
VANDERSLUIS Kristan,
JUN Fang DI,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9834391 A2 19980806
Application: WO 98US1868 19980203 (PCT/WO US9801868)
Priority Application: US 97794555 19970203; US 97794114 19970203; US
97794689 19970203; US 97807130 19970210; US 97798208 19970210; US
97795270 19970210; US 97797964 19970210; US 97800243 19970210; US
97798350 19970210; US 97797445 19970210; US 97797360 19970210

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH
GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 156226

Fulltext Availability:

Detailed Description

Detailed Description

... is used to
communicate information to a variety of set top devices 1941 A web
server 1944 provides access for an order entry system 1945 to the
Internet 1910.

In an embodiment, the order entry system 1945 generates complete
profile
information for a given telephone number, including, name, address, fax
number...

...on the network
with authorization to do so. In an alternate embodiment, the order entry
system utilizes a web interface for accessing an existing directory
service
database 1934 to provide information for the profile to supplement user
entered information.

The Internet...other cases it might be a national or worldwide
database for all customers of a service provider (MCI). This
location is configured in the telephony software package running
on the PC.

2. when the directory service receives this message from the PC, it
validates the user by using the VNET number...

...the configuration data sent during the login
request. Upon successful update of the, the directory service
sends a response back to the specified IP address indicating that
the message was received...

...contain some sort of security or encryption key
to guarantee secure communication with the directory service
when issuing additional commands. When the PC receives this
response message it may choose to notify the user via a visual or
audible indicator.
Variation for On-line registration
The call flow segment shown earlier in this section showed a PC on-line
registration where the...

...service to log-on. A variation for this log-on procedure would be the
following call flow segment where the directory service presents a
challenge and the PC user must respond to the challenge to complete the

Ginger R. DeMille

...responds to the connect message by responding to the message with an acknowledgment that a call has been received. This step of call setup may not be necessary for a PC calling an ITG, but it is shown here in an attempt to maintain a consistent call setup procedure that is independent of whether the PC is connecting to an ITG...

18/3,K/41 (Item 31 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00432616

A COMMUNICATION SYSTEM ARCHITECTURE
SYSTEME, PROCEDE ET PRODUIT MANUFACTURE POUR L'ARCHITECTURE D'UN SYSTEME DE
COMMUNICATION

Patent Applicant/Assignee:

MCI COMMUNICATIONS CORPORATION,

ELLIOTT Isaac K,

STEELE Rick D,

GALVIN Thomas J,

LAFRENIERE Lawrence L,

KRISHNASWAMY Sridhar,

FORGY Glen A,

REYNOLDS Tim E,

SOLBRIG Erin M,

CERF Vinton,

GROSS Phil,

DUGAN Andrew J,

SIMS William A,

HOLMES Allen,

SMITH Robert S II,

KELLY Patrick J III,

GOTTLIEB Louis G,

COLLIER Matthew T,

WILLE Andrew N,

RINDE Joseph,

LITZENBERGER Paul D,

TURNER Don A,

WALTERS John J,

EASTEP Guido M,

MARSHALL David D,

PRICE Ricky A,

SALEH Bilal A,

Inventor(s):

ELLIOTT Isaac K,

STEELE Rick D,

GALVIN Thomas J,

LAFRENIERE Lawrence L,

KRISHNASWAMY Sridhar,

FORGY Glen A,

REYNOLDS Tim E,

SOLBRIG Erin M,

CERF Vinton,

GROSS Phil,

DUGAN Andrew J,

SIMS William A,

HOLMES Allen,

SMITH Robert S II,

KELLY Patrick J III,

GOTTLIEB Louis G,

COLLIER Matthew T,

WILLE Andrew N,

RINDE Joseph,

LITZENBERGER Paul D,

TURNER Don A,

WALTERS John J,

EASTEP Guido M,

MARSHALL David D,

PRICE Ricky A,

SALEH Bilal A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9823080 A2 19980528
Application: WO 97US21174 19971114 (PCT/WO US9721174)
Priority Application: US 96751203 19961118; US 96751668 19961118; US
96752271 19961118; US 96758734 19961118; US 96751209 19961118; US
96751661 19961118; US 96752236 19961118; US 96752487 19961118; US
96752269 19961118; US 96751923 19961118; US 96751658 19961118; US
96752552 19961118; US 96751933 19961118; US 96751663 19961118; US
96746899 19961118; US 96751915 19961118; US 96752400 19961118; US
96751922 19961118; US 96751961 19961118

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU
IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL
PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH KE LS MW
SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE
IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 168195

Fulltext Availability:

Detailed Description

Detailed Description

... 1P) network 107 1, turns on the computer and starts an IP telephony software protocol system. The system software transmits a message to a directory service 1031 to register the computer as "on-line" and available to receive calls. This message...

18/3,K/42 (Item 32 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00423533 **Image available**

SUBSCRIBER CONTROLLED CALL LIST DEREGISTRATION

DISPOSITIF ET PROCEDE COMMANDE PAR L'ABONNE PERMETTANT DE SORTIR D'UNE

LISTE D'APPEL

Patent Applicant/Assignee:

ERICSSON INC,

Inventor(s):

VALENTINE Eric L,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9813994 A1 19980402
Application: WO 97US17054 19970924 (PCT/WO US9717054)
Priority Application: US 96719693 19960926

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU
ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ
PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH KE LS MW
SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE
IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 5108

Fulltext Availability:

Detailed Description

Detailed Description

... of the source of
the phone call, namely telemarketer phone 24, to generate
the deregistration call back feature of the CLD 100.

When a telemarketing call is originated on telephone
24 and...

...100 on line 28, it is routed to
consumer phone 10 through router 104. After hanging up
from the call received by telemarketer phone 24, if the

Ginger R. DeMille

consumer enters a **code** on keypad 112 of consumer phone 10, the entered **code** is transmitted on line 12 to CLD 100.

Code receiver (CR) 114, which is coupled...Figure 5, there is shown a flow

diagram demonstrating a method for performing a deregistration call back. The method includes storing the caller ID of the caller after a call is received...

...After storing the caller ID, the called party line is monitored to determine if the call has terminated, or more specifically, whether the called party phone has transitioned to an idle state (step 510). Once the called party phone has transitioned to an idle state, a **code** receiver is connected to the line to monitor the line for

18/3,K/43 (Item 33 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00347065 **Image available**

INVENTORY MANAGEMENT METHOD AND APPARATUS
PROCEDE ET DISPOSITIF DE GESTION DE STOCK

Patent Applicant/Assignee:

HERCULES INCORPORATED,

Inventor(s):

GRAVES Henry K,
PERKINS Robert W,
MILLS Jack Phillips Jr,
GILES Gerald Richard,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9629578 A1 19960926

Application: WO 96US3295 19960315 (PCT/WO US9603295)

Priority Application: US 95406341 19950317

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE
KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE
SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AM AZ BY KG KZ MD RU
TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI
CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext word Count: 11147

Fulltext Availability:

Detailed Description

Detailed Description

... For

example, a remote user may "call" the processing unit 106 and input an ID **code** to identify himself/herself. Thereafter, the processing unit 106 terminates the call and determines whether the caller is an authorized user. If the caller is an authorized user, the processing unit 106 calls back the authorized user by calling, for example, a telephone number associated with the authorized caller...

18/3,K/44 (Item 34 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00340867 **Image available**

COMMUNICATIONS NODE FOR TRANSMITTING DATA FILES OVER NETWORKS

NOEUD DE COMMUNICATION POUR LA TRANSMISSION DE FICHIERS DE DONNEES PAR DES RESEAUX

Patent Applicant/Assignee:

POULTER Vernon C,

Inventor(s):

POULTER Vernon C,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9623379 A1 19960801

Application: WO 96US820 19960123 (PCT/WO US9600820)

Priority Application: US 95376747 19950123

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE KG
KP KR KZ LK LR LT LU LV MD MG MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
TJ TM TR TT UA UG US UZ VN KE LS MW SD SZ UG AT BE CH DE DK ES FR GB GR
IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 14905

Fulltext Availability:

Detailed Description

Detailed Description

... the security code 66, the user's
name (inside of or independent of the security code 66), or
some similar identifying parameter, does not match the
telephone number of a called...provides rapid security evaluation
followed by
immediate data transfer, instead of such methods as a call
in, followed by hanging up and a call back from the
receiving computer, with logging procedures required for
each call

The processor 20 may store files 50,

18/3,K/45 (Item 35 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2006 WIPO/Univentio. All rts. reserv.

00311287 **Image available**

MESSAGING SYSTEM

SYSTEME DE MESSAGERIE

Patent Applicant/Assignee:

BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,

BUGBEE Kenneth John,

Inventor(s):

BUGBEE Kenneth John,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9529439 A1 19951102

Application: WO 95GB905 19950421 (PCT/WO GB9500905)

Priority Application: GB 947971 19940421

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CA CN JP KR US AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 10246

Fulltext Availability:

Detailed Description

Detailed Description

... the callers entity block(s) into the IRB.

12. Return to Front end.

XCALL - Front End

13. Call Continuity and Control Layer

XCALL - Continuity & Control Layer

14. Check that the caller has access...

...only access etc). Update the call statistics in the method and capsule control tables.

15. Call Back end .

XCALL - Back End
16. Save the Local XCIB.

17. Call the Capsule program
Capsule - Precompiler Generated Code (XC ENTRY statement expansion)
. Call XC701 UAS.
XCALL - XC701 UAS
20. Check that the current...

...call. If not update the XCCB with the size of EBB required, set the
return code and return to the capsule (i.e.

continue at 23 below).

O 21. Set the...

18/3,K/46 (Item 36 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00307942 **Image available**
PCS POCKET PHONE/MICROCELL COMMUNICATION OVER-AIR PROTOCOL
PROTOCOLE HERTZIEN DE COMMUNICATIONS PAR TELEPHONE DE POCHE OU A SYSTEME
MICRO-CELLULAIRE
Patent Applicant/Assignee:
OMNIPOINT CORPORATION,
Inventor(s):
ANDERSON Gary B,
JENSEN Ryan N,
PETCH Bryan K,
PETERSON Peter O,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9526094 A1 19950928
Application: WO 95US3500 19950320 (PCT/WO US9503500)
Priority Application: US 94215306 19940321; US 94284053 19940801
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
CA JP KR AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 85526
Fulltext Availability:
Detailed Description

Detailed Description
... S
2. 1 -3) Automatic charge reversina
Eo .2 E F
2. 1.@T.Authorization code I E .2
12 5. Automatic callback E
12 5. Automatic recall E
E .2
12 7. Basic call control
I Feature/ Service (133R I GSNT-Typt New;or'-, AIN-Typt Neil-vork
12 7 Call origination
2 7 Call termination
2 7 Call tear-down
2 8. Call distribution E* - .2 N
2 9. Call fonvarding
12-i...

18/3,K/47 (Item 37 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00299581
A SECURE SOFTWARE RENTAL SYSTEM USING CONTINUOUS ASYNCHRONOUS PASSWORD
VERIFICATION
SYSTEME DE LOCATION DE LOGICIEL SECURISE UTILISANT UNE VERIFICATION
CONTINUE ASYNCHRONE DE MOTS DE PASSE

Patent Applicant/Assignee:

ANANDA Mohan,

Inventor(s):

ANANDA Mohan,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9517732 A1 19950629

Application: WO 94US14923 19941222 (PCT/WO US9414923)

Priority Application: US 93398 19931222

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AM AT AU BB BG BR BY CA CH CN CZ DE DK ES FI GB GE HU JP KE KG KP KR KZ
LK LT LU LV MD MG MN MW NL NO NZ PL PT RO RU SD SE SI SK TJ TT UA UZ VN
KE MW SD SZ AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF CG
CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 11382

Fulltext Availability:

Detailed Description

Detailed Description

... requires special hardware for billing use of application software and does not use a dynamic password for preventing unauthorized use of application software.

Another prior art system, disclosed in U.S...

...for distributing software by telephone. A central station accepts credit card information, transmits an acceptance code to a caller, and terminates the call. The central station first verifies the caller's credit card, and then calls back the caller. The transaction is continued after receiving the acceptance code. The central station transfers a control transfer program and initialization program to the caller. The...

18/3,K/48 (Item 38 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00275209 **Image available**

DATA COMPRESSION AND DECOMPRESSION

COMPRESSION ET DECOMPRESSION DE DONNEES

Patent Applicant/Assignee:

LEWIS Adrian Stafford,

KNOWLES Gregory Percy,

Inventor(s):

LEWIS Adrian Stafford,

KNOWLES Gregory Percy,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9423385 A2 19941013

Application: WO 94GB677 19940330 (PCT/WO GB9400677)

Priority Application: US 93301 19930330; US 93747 19930730

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AT AU BB BG BR BY CA CH CN CZ DE DK ES FI GB HU JP KP KR KZ LK LU LV MG
MN MW NL NO NZ PL PT RO RU SD SE SI SK TT UA UZ VN AT BE CH DE DK ES FR
GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 140005

Fulltext Availability:

Detailed Description

Detailed Description

```
... type[i];  
ch.menu[i].hook= (caddr@  
t)&ctrl- > frame-channel;  
ch-call[i*2].callback =SixnpleMenu;  
ch-call[i*2].closure = (caddr.t)&ctrl- > frame-channel;  
ch.call[i*2+1].callback =NULL;
```

```
ch-call[i*2+1].closure=NULL;  
width=TextWidth(width,ChannelName[frame->video->type...
```

18/3,K/49 (Item 39 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00251815 **Image available**
CELLULAR NETWORK DATA TRANSMISSION SYSTEM
SYSTEME DE TRANSMISSION DE DONNEES PAR RESEAU CELLULAIRE
Patent Applicant/Assignee:
LEBOWITZ Mayer M,
Inventor(s):
LEBOWITZ Mayer M,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9326114 A1 19931223
Application: WO 93US5695 19930614 (PCT/WO US9305695)
Priority Application: US 92897700 19920612
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
AT AU BB BG BR CA CH DE DK ES FI GB HU JP KP KR LK LU MG MN MW NL NO NZ
PL RO RU SD SE AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF
CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext word Count: 8343

Fulltext Availability:
Detailed Description

Detailed Description

... monitoring station
and the monitored premises as the microprocessor at
the alarm monitoring station can " call up" the alarm
system 's digital communicator at the subscriber
premises and obtain data therefrom, The alarm
monitoring station...

...uploading and downloading
via the just-described cellular system,
Thus, the alarm monitoring station can call the
monitored alarm system on the subscriber premises
via the cellular network and the PROM can be
programmed to "open up" its memory to the alarm
monitoring station,, or to " hang up " the line and
call back either a special telephone number or to
call back the alarm monitoring station computer.

This can be accomplished after a predetermined
number of rings...

...alarm monitoring station computer and the monitored
alarm system on the subscriber premises a special
" code " is sent by the alarm monitoring station
computer to th(,,. alarm system which then
"opens...

18/3,K/50 (Item 40 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00218714
SYMBOL TABLE FOR INTERMEDIATE COMPILER LANGUAGE
TABLEAU DE SYMBOLES POUR LANGAGE COMPILATEUR INTERMEDIAIRE
Patent Applicant/Assignee:
DIGITAL EQUIPMENT CORPORATION,
Inventor(s):
BLICKSTEIN David Scott,
DAVIDSON Caroline Sweeney,
FAIMAN Robert Neil Jr,
GROVE Richard Barry,

HOBBS Steven O,
MURPHY Dennis Joseph,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9215945 A1 19920917
Application: WO 92US1309 19920218 (PCT/WO US9201309)
Priority Application: US 91461 19910227; US 91725 19910227; US 91477
19910227; US 91483 19910227; US 91464 19910227

Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AT AT AU BB BE BF BG BJ BR CA CF CG CH CH CI CM CS DE DE DK DK ES ES FI
FR GA GB GB GN GR HU IT JP KP KR LK LU LU MC MG ML MN MR MW NL NL NO PL
RO RU SD SE SE SN TD TG

Publication Language: English
Fulltext Word Count: 43901

Fulltext Availability:
Detailed Description

Detailed Description
... the GEM\$MS package.

If the source module 21 contains errors severe enough to prevent code
generation, then the front end 20 should now call
GEM\$LS.WRITIELSOURCE to write the listing file and GEM\$ST@.FM to release
all steps.

2. Specify the Callback Routines
Before calling the back end 12 to compile the module 21, the front end...

18/3,K/51 (Item 41 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00218713
INTERFACE FOR REPRESENTING EFFECTS IN A MULTILANGUAGE OPTIMIZING COMPILER
INTERFACE POUR LA REPRESENTATION DES EFFETS DANS UN PROGRAMME COMPILATEUR
OPTIMISEUR MULTILANGAGE

Patent Applicant/Assignee:
DIGITAL EQUIPMENT CORPORATION,
Inventor(s):

FAIMAN Robert Neil Jr,
BLICKSTEIN David Scott,
HOBBS Steven O,
DAVIDSON Caroline Sweeney,
GROVE Richard Barry,
MURPHY Dennis Joseph,

Patent and Priority Information (Country, Number, Date):
Patent: WO 9215944 A1 19920917
Application: WO 92US1290 19920218 (PCT/WO US9201290)
Priority Application: US 91461 19910227; US 91725 19910227; US 91477
19910227; US 91483 19910227; US 91464 19910227

Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AT AT AU BB BE BF BG BJ BR CA CF CG CH CH CI CM CS DE DE DK DK ES ES FI
FR GA GB GB GN GR HU IT JP KP KR LK LU LU MC MG ML MN MR MW NL NL NO PL
RO RU SD SE SE SN TD TG

Publication Language: English
Fulltext Word Count: 44268

Fulltext Availability:
Detailed Description

Detailed Description
... the GEM\$MS package.

If the source module 21 contains errors severe enough to prevent code
generation, then the front end 20 should now call GEM\$LS.WRRM,.SOURCE
to write the listing file and GEM\$ST.FINI to release following steps.

2. Specify the Callback Routines
Before calling the back end 12 to compile the module 21, the front end...

18/3,K/52 (Item 42 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2006 WIPO/Univentio. All rts. reserv.

00218712
MULTILANGUAGE OPTIMIZING COMPILER USING TEMPLATES IN MULTIPLE PASS CODE
GENERATION
PROGRAMME COMPILATEUR D'OPTIMISATION MULTILANGAGE METTANT EN OEUVRE DES
GABARITS POUR L'ELABORATION D'UN CODE DE PASSE MULTIPLE

Patent Applicant/Assignee:
DIGITAL EQUIPMENT CORPORATION,
Inventor(s):

BLICKSTEIN David Scott,
DAVIDSON Caroline Sweeney,
FAIMAN Robert Neil Jr,
GROVE Richard Barry,
HOBBS Steven O,
MURPHY Dennis Joseph,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9215943 A1 19920917
Application: WO 92US1284 19920218 (PCT/WO US9201284)
Priority Application: US 91461 19910227; US 91725 19910227; US 91477
19910227; US 91483 19910227; US 91464 19910227

Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AT AT AU BB BE BF BG BJ BR CA CF CG CH CH CI CM CS DE DE DK DK ES ES FI
FR GA GB GB GN GR HU IT JP KP KR LK LU LU MC MG ML MN MR MW NL NL NO PL
RO RU SD SE SE SN TD TG

Publication Language: English
Fulltext word Count: 44030

Fulltext Availability:
Detailed Description

Detailed Description

... the GEM\$MS
package,
If the source module 21 contains errors severe enough to prevent code
generation, then the front end 20 should now call GEM\$LS.WRRIELSOURCE
to write the listing file and GEM\$ST.FINI to release all...

...the internal representation 22, Otherwise, it must proceed with the
following steps.

2. Specify the Callback Routines
]Before calling the back end 12 to compile the module 21, the

18/3,K/53 (Item 43 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00218711
ANALYZING INDUCTIVE EXPRESSIONS IN A MULTILANGUAGE OPTIMIZING COMPILER
EXPRESSIONS INDUCTIVES D'ANALYSE DANS UN PROGRAMME COMPILATEUR OPTIMISEUR
MULTILANGAGE

Patent Applicant/Assignee:
DIGITAL EQUIPMENT CORPORATION,
Inventor(s):

BLICKSEIN David Scott,
DAVIDSON Caroline Sweeney,
FAIMAN Robert Neil Jr,
GROVE Richard Barry,
HOBBS Steven O,
MURPHY Dennis Joseph,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9215942 A1 19920917

Ginger R. DeMille

Application: WO 92US1278 19920218 (PCT/WO US9201278)
Priority Application: US 91461 19910227; US 91725 19910227; US 91477
19910227; US 91483 19910227; US 91464 19910227

Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AT AT AU BB BE BF BG BJ BR CA CF CG CH CH CI CM CS DE DE DK DK ES ES FI
FR GA GB GB GN GR HU IT JP KP KR LK LU LU MC MG ML MN MR MW NL NL NO PL
RO RU SD SE SE SN TD TG

Publication Language: English
Fulltext Word Count: 44502

Fulltext Availability:
Detailed Description

Detailed Description
... the GEM\$MS package.

If the source module 21 contains errors severe enough to prevent code
generation, then the front end 20 should now call GEM\$LS.WPJTE.SOURCE
to write the listing file and GEM\$ST.Fpqi to release internal
representation 22.

Otherwise, it must proceed with the following steps.

Specify the Callback Routines
Before calling the back end 12 to compile the module 21, the front end...

18/3,K/54 (Item 44 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00218710 **Image available**
METHOD OF CONSTRUCTING A CONSTANT-FOLDING MECHANISM IN A MULTILANGUAGE
OPTIMIZING COMPILER
METHODE DE CONSTRUCTION D'UN MECANISME A REPLIEMENT CONSTANT DANS UN
PROGRAMME COMPILATEUR OPTIMISEUR MULTILANGAGE

Patent Applicant/Assignee:
DIGITAL EQUIPMENT CORPORATION,

Inventor(s):
BLICKSTEIN David Scott,
DAVIDSON Caroline Sweeney,
FAIMAN Robert Neil Jr,
GROVE Richard Barry,
HOBBS Steven O,
MURPHY Dennis Joseph,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9215941 A1 19920917
Application: WO 92US1252 19920218 (PCT/WO US9201252)
Priority Application: US 91461 19910227; US 91464 19910227; US 91477
19910227; US 91483 19910227; US 91725 19910227

Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AT AT AU BB BE BF BG BJ BR CA CF CG CH CH CI CM CS DE DE DK DK ES ES FI
FR GA GB GB GN GR HU IT JP KP KR LK LU LU MC MG ML MN MR MW NL NL NO PL
RO RU SD SE SE SN TD TG

Publication Language: English
Fulltext Word Count: 44201

Fulltext Availability:
Detailed Description

Detailed Description
... the GEM\$MS
package,
If the source module 21 contains errors severe enough to prevent code
generation, then the front end 20 should now call GEMWLWRITE@SOURCE
to write the listing file and GEM\$ST.FIM to release all the...

...the internal representation 22.

Otherwise, it must proceed with the following steps.

2. Specify the Callback Routines

Before calling the back end 12 to compile the module 21, the front end...

18/3,K/55 (Item 45 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00138582
METHOD AND APPARATUS FOR SYNCHRONIZING ENCRYPTING AND DECRYPTING SYSTEMS
PROCEDE ET APPAREIL DE SYNCHRONISATION DE SYSTEMES DE CHIFFREMENT ET DE
DECHIFFREMENT
Patent Applicant/Assignee:
WEISS Jeffrey A,
Inventor(s):
WEISS Jeffrey A,
Patent and Priority Information (Country, Number, Date):
Patent: WO 8703442 A1 19870604
Application: WO 86US1868 19860910 (PCT/WO US8601868)
Priority Application: US 85797 19851126
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
AT AU BE CH DE FR GB IT JP LU NL SE
Publication Language: English
Fulltext Word Count: 9686

Fulltext Availability:
Detailed Description

Detailed Description

... and apparatus have been developed. One
general category of prior art data security systems
are password systems. These systems require the
entry of a password before they will allow access to...

...second category of prior art security systems
are called automatic call-back systems. In
operation, call - back systems respond to an incoming
phone call by requesting a user identification
code. In response, the user enters his secret
code. After receiving the code the call - back system
terminates the call. The identification code is
looked up in an directory to find an associated
call - back telephone number and then a return call is
placed to the call - back number.

The call - back system eliminates illicit access
by most casual hackers, but suffers from a number of
problems. Callers...

18/3,K/56 (Item 46 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00122243
METHOD AND APPARATUS FOR PROVIDING A PLURALITY OF SPECIAL SERVICES
PROCEDE ET DISPOSITIF PERMETTANT D'OBTENIR UNE PLURALITE DE SERVICES
SPECIAUX
Patent Applicant/Assignee:
WESTERN ELECTRIC COMPANY INC,
Inventor(s):
LOTTE Rosanna May,
SWINEHART Grant Edward,
Patent and Priority Information (Country, Number, Date):
Patent: WO 8500489 A1 19850131
Application: WO 83US1310 19830826 (PCT/WO US8301310)
Priority Application: US 8379 19830712

Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AT BE CH DE FR GB JP LU NL SE

Publication Language: English

Fulltext Word Count: 7158

Fulltext Availability:

Detailed Description

Detailed Description

... automatically
establishing a connection to a previously called station in response to an abbreviated dialed code . One arrangement for providing such a service is disclosed in U. S. Patent 3,493...

...exclusion of any previously written
directory number. By dialing an
TTE @-AU
OMPI
WIPO
abbreviated code , the customer can retrieve the last called directory number from the designated location. The retrieved...

...number is then automatically used to
establish a connection to the station defined thereby.

Automatic callback service , also referred to as automatic call retry, eliminates the effort required to reach persistently busy stationse The art has progressed to...

...it is idle before any
reattempt is made to complete a connection. One such interoffice callback arrangement is disclosed in U.S.

Patent 4,166,929 of D. Sheinbein, issued September 4.

1979. This arrangement discloses facilities for processing interoffice callback information between program-controlled call processors in call originating and terminating telephone officese Each processor includes a register for storing the calling and called station identities in response to a dialed callback code from the calling station during the initial stages of a call* The arrangement then...

...is written into a memory
location dedicated for the service in-response to a predetermined code entered at the calling station. In addition, a lamp is commonly lighted at the idle...

?

? t1/4/

1/4/1

DIALOG(R)File 350:Derwent WPIX

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IM- *Image available*

AA- 1996-479112/199648|

DX- <RELATED> 2004-824378|

XR- <XRPX> N96-404064|

TI- Setting voice communications between computer operator and agent e.g. using Internet - allowing user to activate 'call-me' button on to order product or place query about products advertised on home-page service, and transmitting to telephone switching system associated with service provider|

PA- DEZONNO A J (DEZO-I); ROCKWELL INT CORP (ROCW); QUAYLE W R (QUAY-I)|

AU- <INVENTORS> DEZONNO A J; QUAYLE W R|

NC- 004|

NP- 008|

PN- EP 740445 A2 19961030 EP 96106098 A 19960418 199648 B|

PN- CA 2173304 A 19961022 CA 2173304 A 19960402 199708

PN- US 5991394 A 19991123 US 95426533 A 19950421 200002

<AN> US 9819090 A 19980205

PN- US 6282284 B1 20010828 US 95426533 A 19950421 200151

<AN> US 9819090 A 19980205

<AN> US 99399528 A 19990920

PN- US 20020021797 A1 20020221 US 95426533 A 19950421 200221

<AN> US 9819090 A 19980205

<AN> US 99399528 A 19990920

<AN> US 2001910160 A 20010720

PN- CA 2173304 C 20030429 CA 2173304 A 19960402 200337

PN- US 6621899 B2 20030916 US 95426533 A 19950421 200362

<AN> US 9819090 A 19980205

<AN> US 99399528 A 19990920

<AN> US 2001910160 A 20010720

PN- US 20050074108 A1 20050407 US 95426533 A 19950421 200525

<AN> US 9819090 A 19980205

<AN> US 99399528 A 19990920

<AN> US 2001910160 A 20010720

<AN> US 2003659809 A 20030911|

AN- <LOCAL> EP 96106098 A 19960418; CA 2173304 A 19960402; US 95426533 A 19950421; US 9819090 A 19980205; US 95426533 A 19950421; US 9819090 A 19980205; US 99399528 A 19990920; US 95426533 A 19950421; US 9819090 A 19980205; US 99399528 A 19990920; US 2001910160 A 20010720; CA 2173304 A 19960402; US 95426533 A 19950421; US 9819090 A 19980205; US 99399528 A 19990920; US 2001910160 A 20010720; US 95426533 A 19950421; US 9819090 A 19980205; US 99399528 A 19990920; US 2001910160 A 20010720; US 2003659809 A 20030911|

AN- <PR> US 95426533 A 19950421; US 9819090 A 19980205; US 99399528 A 19990920; US 2001910160 A 20010720; US 2003659809 A 20030911|

FD- EP 740445 A2 H04L-029/06

<DS> (Regional): DE GB

FD- US 5991394 A H04M-011/00 Cont of application US 95426533

FD- US 6282284 B1 H04M-003/00 Cont of application US 95426533

Cont of application US 9819090

Cont of patent US 5991394

FD- US 20020021797 A1 H04M-005/00 Cont of application US 95426533

Cont of application US 9819090

Cont of application US 99399528

Cont of patent US 5991394

Cont of patent US 6282284

FD- US 6621899 B2 H04M-003/00 Cont of application US 95426533

Cont of application US 9819090

Cont of application US 99399528

Cont of patent US 5991394

Cont of patent US 6282284

FD- US 20050074108 A1 H04M-003/42 Cont of application US 95426533

Cont of application US 9819090

Cont of application US 99399528

Cont of application US 2001910160

Cont of patent US 5991394

Cont of patent US 6282284

Cont of patent US 6621899|
LA- EP 740445(E<PG> 10); CA 2173304(E)|
DS- <REGIONAL> DE; GB|
AB- <BASIC> EP 740445 A

The method for setting up voice communications between a computer operator and an agent working for a partic. business involves the operator inputting a call request after viewing advertising information placed by the service provider on a computer network. A call request is made from the computer by a push-button facility to a telephone switching system connected to the service provider.

Voice communications are set up between an agent for the service provider and the computer operator via the telephone system using an automatic dialling facility. The call request may be transmitted from the computer over the Internet.

ADVANTAGE - Allows quick access by service provider operator to interested customer using telephone and automatic call distributor.

Dwg.1/3|

DE- <TITLE TERMS> SET; VOICE; COMMUNICATE; COMPUTER; OPERATE; AGENT; ALLOW;
USER; ACTIVATE; CALL; BUTTON; ORDER; PRODUCT; PLACE; QUERY; PRODUCT;
ADVERTISE; HOME; PAGE; SERVICE; TRANSMIT; TELEPHONE; SWITCH; SYSTEM;
ASSOCIATE; SERVICE|

DC- T01; W01|

IC- <MAIN> H04L-029/06; H04M-003/00; H04M-003/42; H04M-005/00; H04M-011/00;
H04M-011/06|

MC- <EPI> T01-H07C1; W01-A06B9; W01-B03; W01-C02B2; W01-C02B5; W01-C05B3|

FS- EPI||

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? t 04000083/7

04000083/7

DIALOG(R)File 471:New York Times Fulltext
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04000083 NYT Sequence Number: 035432000501 (THIS IS THE FULLTEXT)
Patents; A patent lawyer wins protection for a product intended to help
others win protection for theirs.

Sabra Chartrand
New York Times, Late Edition - Final ED, COL 01, P 2
Monday May 1 2000

TEXT:

PATENTS that cover methods of doing business may be controversial, but perhaps only one patent is genuinely redundant. A Dallas company has won a patent for a method of applying for a patent.

The company, Kernel Creations Ltd., says this is the first time the patent and trademark agency has awarded a patent for a technology for preparing a patent application. And it says that inventors have already been awarded patents based on applications prepared using the software.

There are any number of how-to and do-it-yourself books and manuals offering inventors guidance through the patenting process. There are videos and software that advise applicants. Some people are skilled enough in the arcane language of patent applications to prepare their own; they can even produce technical drawings that meet the exacting standards of the patent and trademark agency. But applying for a patent is an ambitious undertaking that requires knowledge of patent law, agency regulations and examiners' procedures, as well as a draftsman's steady hand.

If anecdotal evidence is any measure, many inventors who submit their own applications end up turning to a patent attorney or agent after their documents are rejected as inadequate. That requires the inventor to explain his invention to the attorney so the application can be made as legally binding as possible. And the lawyer's expertise costs money.

James D. Petruzzi says inventors can avoid some of that trouble and expense with his software. Mr. Petruzzi is a patent attorney himself -- but he does not believe his invention will harm those in the business.

"We found in our practice that a lot of people don't have the resources to pay a patent attorney to go through the process, and they're being cut out," Mr. Petruzzi said. "This software enables a lot of people to get into the system and apply for patents."

He also thinks the software will enable patent lawyers to avoid complications that can arise when they try to write a patent application without enough consultation with the inventor.

"I've seen many patents drafted by attorneys, and once they got into litigation, I saw that the inventor was not involved in the drafting process, and that caused problems down the road," he explained.

The software divides the task of writing a patent application into sections.

"A patent application is sort of like a short story, not a fill-in-the-blanks process," Mr. Petruzzi said. "The software takes you through the sections of the application to build an entire document. It starts with a central analysis of the invention, and from that it generates other fields, claims and abstracts."

"The real key to the patent and the process is the fact that the sections are interlinked. As you do Section 1, it creates something in Section 2, and 1 and 2 build Section 3. As you go through it, it builds the format commonly used in patent applications, and then you can go through and edit it."

The software draws words from the inventor's title and primary descriptions to write the application in the prose and format particular to the United States Patent and Trademark Office.

"When you think about a patent, 95 percent of it is a technical description of the invention," Mr. Petruzzi said. "That doesn't require legalese, but for the inventor to disclose what the invention is, how it works, what are the significant modifications. We really push the fact that the claims need to be written in a clear manner."

The company is already selling the software under the name PatentPro (www.4patpro.com).

"A lot of people use the program to prepare a draft application and give it to their patent attorney and reduce costs," Mr. Petruzzi said. He and his partner, Robert M. Mason, won patent 6,049,811.

For Online Shoppers, A Call-Back Feature

Thousands, and possibly millions, of people went shopping online for Christmas gifts and other holiday gifts last winter, proving the attraction of buying by computer. Those shoppers encountered some new business methods, like one-click buying, that have set off fights over who owns e-commerce technologies.

Now the Rockwell International Corporation, which builds customer contact products like those used in airline call centers, has won a patent that is aimed at adding another customer convenience to online shopping. The patent allows a Web site to display a "call me" button so people can choose a time and place for a customer service representative from an online business to call them.

The invention is already in use on the Internet, but Rockwell's vice president of development, Roger Sumner, does not think the patent will generate the disputes that have arisen around Amazon.com's patent for one-click shopping.

"If you look at when the product was first introduced, and when the patent application was first filed, the method certainly wasn't in the public domain and wasn't something you often saw," he explained.

Rockwell began designing the technology in the mid-1990's. "Web site design was still fairly immature," Mr. Sumner said, "and people would get to a dead end, couldn't get the information they wanted, and needed to talk to a person."

Researchers began to design a call-back system that would allow a customer to choose a range of times for receiving a call. After providing a name and phone number, the customer could choose to be called immediately or at a predetermined time, from five minutes later to a different day.

"Basically the patent covers the method for creating software that conducts a call-back function based on Web interaction," said Mr. Sumner, who is also the company's chief technology officer.

"People still feel a need to talk to a live person to complete a transaction," Mr. Sumner said. "Even in today's environment, where companies have become extremely good at web site design, customers still get roadblocked, lost, or feel a need to talk to an individual."

The inventors, Anthony J. Dezonno and William R. Quayle, won patent 5,991,394 for Rockwell.

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? t 01358930/7

01358930/7

DIALOG(R)File 275:Gale Group Computer DB(TM)
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01358930 SUPPLIER NUMBER: 08198912 (THIS IS THE FULL TEXT)

Security devices prevent the compromise of network resources.

Axner, David H.

Networking Management, v8, n2, p56(6)

Feb, 1990

TEXT:

Security devices prevent the compromise of network resources

Communications is the lifeline of the business environment. Secure communications is vital to its health. The business environment conducts its business over communications links that form networks interconnecting user workstations, PCs, and terminals with host resources. Business transactions, file transfers, electronic mail, electronic document exchange, graphics, facsimile, and other forms of message and data communications are continually transmitted throughout an enterprise or among several enterprises.

Since these links interconnect users and host resources, they are vulnerable to attack from external sources, such as hackers, eavesdroppers, and even criminals who may intercept transmitted data or messages, or access a resource for their advantage. Over the past few years, there have been many accounts of resources sabotaged by viruses introduced to networks by depraved or unscrupulous individuals.

Networks have become the Achilles' heel of the business environment because of their vulnerability to security breaches. Users must be alert to this growing menace to business operations and should implement preventive measures to secure their networks. Potential network break-in points exist from one end of the link to the other and include the terminal and its modem or DSU/CSU, various points along the link, and the destination modem or DSU/CSU. The physical link path can easily be breached since it normally lies outside of the protected domain of the business operation.

Securing a network appears to be no simple task; however, strong security measures can be implemented by installing available network security devices.

Encryption and access control are the two principal methods that are currently used to prevent security violations. Encryption is the older and more widely used of the two. Traditionally, it has been implemented by world military organizations and governments since the inception of communications via transmission media to safeguard highly secret or sensitive information.

Encryption safeguards data from interpretation by making the transmitted data unintelligible, but it does not restrict access to the data. Access control measures, on the other hand, guard network resources by preventing unauthorized access. Access control attempts to verify a user's identity before allowing the user to gain access to a resource. The two security methods complement one another and are more effective when combined.

The most vulnerable link in a network is a dial-up line. Anyone with a telephone and a PC can dial a host resource, log-on via a compromised password, and access confidential data. Hackers easily break password security using self-created programs that loop on every combination and permutation of characters, redialing for each new permutation until the password is found.

Access control devices block access to network resources by intercepting dial-up calls. They request an access code from the caller, terminate the call, and validate the code and its assigned telephone number that reside in a directory. If the code is found to be valid, the device calls the assigned number, which, in the case of a hacker, would be different than the number of the hacker's telephone. Breached passwords are of no value since the callback telephone must be the one assigned to the access code. These devices are readily available for under \$1000 per line. Line cost diminishes sharply for devices that support multiple lines and for quantity orders with discounts.

Western Datacom's Line Guard represents a typical callback system. It connects the modem and host at the central site and provides host port protection. Access codes and telephone numbers of authorized users are stored in a directory. A user who requires access to a host protected by

the Line Guard must dial the host and enter an access code in the telephone's Touchtone keypad when issued an entry request by the Line Guard.

When the Line Guard receives the code, it terminates the call and checks the validity of the access code by comparing it with the codes/telephone numbers contained in its directory. If the access code is found to be valid, Line Guard dials the telephone number of the authorized user of that access code. If it is the same number as the original call, the caller is allowed access to the host.

The Line Guard responds to an invalid access code by allowing the caller to reenter the access code with a time-out. If the reentered code is also found to be invalid or the time elapses, the Line Guard terminates the call and increments the count of invalid calls. A passthrough option connects the caller to the resource on access code validation, eliminating the aggravation of waiting for the callback. Passthrough, however, offers no more security than a password.

The network administrator can update or alter the unit's directory of access codes and telephone numbers, and download them from the host or enter them from an attached terminal. Line Guard also maintains an audit trail of all calls for user inspection.

Digital Pathway's Defender II System enhances the basic operation of access control devices. In addition to callback and passthrough modes, it provides a programmed callback mode and a second callback mode called controlled dial-through access. The programmed callback mode, sometimes called variable callback, applies to the mobile user whose telephone number may change periodically. The user enters the current number along with the access code. When the access code is validated, the user is called at the number provided, which is used only for the one call. Additional calls by the user will revert back to the number retained in the data base.

The controlled dial-through access applies to conditions in which callback is not possible. This two-call process gives the verified caller, on the initial call, a code sequence that defines the port number that the caller is to use and a temporary ID code to access the resource. The user is given access to the defined port for a predetermined time period during which the call must be placed.

LeeMah incorporates a patented feature that it calls LineLock on its TraqNet callback devices. The feature safeguards access from a caller who remains on the line to intercept the dialback call, since dial connections remain active for several seconds after either party hangs up. Line-Lock listens for a central-office tone that indicates the caller has terminated the call before it initiates callback. This vital feature prevents a hacker with the user's access code from gaining access to protected resources by waiting on the line until the device validates the code and dials the user-assigned telephone number.

A further enhancement to dial security is implemented by an authentication device, which is used by the authorized caller. The device is targeted at mobile applications where the caller may be calling from a public telephone on the road, or from a motel room. The device connects the modem and line and sends a unique code to the host callback device, which validates the received code to determine whether the call is authorized. This method eliminates the callback mode, connecting the caller once the unique code has been validated.

LeeMah's Infokey is a pocket-sized unit that passes the dialed number received from the modem and waits for a tone from the TraqNet system at the host end once the connection is established. When it receives the tone, the unit inhibits the modem and sends the access code and an eight-digit serial number to be validated by the host TraqNet system. If validated, the host TraqNet system sends Infokey a challenge that Infokey must meet with an authentication process.

The process uses the DES to create a unique number (changes with each call) that it sends to the host system. The challenge/response process authenticates the caller. Some other vendors, such as Digital Pathways (SecureNet Key), offer similar authentication devices, although the authentication process varies.

LeeMah publicly demonstrated the effectiveness of its Infokey/TraqNet system for preventing security breaches by offering hackers a substantial reward for compromising the system. The company received some 7000 telephone calls from hackers responding to the invitation through a telephone number posted on electronic bulletin boards frequently used by hackers. None of the hackers were able to beat the system and retrieve a secret message residing in the host, which was located at the Atlanta office of contest auditor KPMG Peat Marwick. The odds against the hackers

were estimated at 720 quadrillion to one.

Callback security has been integrated with modems by several manufacturers. Telcor Systems Corp., for example, produces a family of high-performance, Hayes-compatible, dial-up modems that provide callback security and master key exchange with the DES as an option.

The models store up to 400 passwords and telephone numbers, and provide three levels of password response. A valid password, entered by the caller following a password request prompt issued by the host-connected modem, can initiate passthrough to the host, callback to the stored number, or callback to a user-entered number, depending on the selected security mode. The modem terminates the call in each callback mode and redials the stored number or the user-entered number.

Additional security is provided by end-to-end Telcor modems. The modems exchange 17-digit master keys when they connect. A key mismatch causes the central-site modem to prevent access of the host resource by the calling modem. In addition to callback security and master key exchange, the modems offer a DES option to prevent access to sensitive data. Configuration and security parameters can be downloaded from Telcor's PC-based Network Administrator System. Local password entry is also permitted, provided that users "sign on" before outdialing or attempting to reconfigure the modem.

Cryptography is the science of message scrambling/descrambling to ensure unintelligibility to all except the intended receiver. Data encryption employs cryptographic methods to achieve the desired results, but it must also ensure that the received message is not a forgery. Data encryption uses an encryption algorithm and a key. The algorithm defines a general method of encryption and may be common knowledge. However, the encryption key, known only to the sender and receiver, is essential to enciphering or deciphering the data.

Unencrypted data, called plain text, is translated into encrypted data, which is called cipher text, via an encryption algorithm. The key determines the exact procedure that the algorithm uses to encipher/decipher the text. One or two keys can be employed to encipher/decipher data. The single-key approach, called symmetrical, uses the same key to encipher and decipher data. Two keys, each unique, are used in the asymmetrical method, which employs one key to encipher the data and the other to decipher it. The two-key encryption process makes it more difficult to "crack" the enciphered data.

Many public and proprietary encryption algorithms were (and continue to be) used before the introduction of an encryption standard. The DES was developed by IBM and approved as an encryption standard in 1976 by the National Bureau of Standards, which has since become the National Institute of Standards and Technology. The standard is now in general use by virtually all U.S. manufacturers of encryption products.

The DES is a symmetrical algorithm that requires identical keys for enciphering and deciphering. It employs a 56-bit encryption key, and its algorithm uses 16 iterations of a combination of text rearrangement and substitution.

One commercially available product that uses the DES is offered by a leading datacom vendor, Racal-Milgo. The Datacryptor 64 is a protocol-transparent, link encryption device for point-to-point, multipoint, dial-up, or dedicated networks. Unlike end-to-end encryption, which only enciphers the actual data within the transmitted block, link encryption also enciphers all overhead characters, such as message headers and trailers.

The Datacryptor supports synchronous data rates at speeds of up to 64 kbps and asynchronous data rates at speeds of up to 19.2 kbps, and connects terminal and modem at remote sites and host and modem at the central site. It features key indexing and downline loading of key variables, and storage for up to 400 keys. Indexing is selectable. Keys are indexed automatically via a timer or manually.

Battery backup of key and configuration memory is provided for a duration of up to 10 years. The unit complies with ANSI X9.17 and is contained in a tamper-proof, modem-sized cabinet. Front panel parameter selection controls are protected by pick-resistant, dual-function locks.

A special version of the Datacryptor 64, the Datacryptor 64-1027, meets the security requirements of Federal Standard 1027, which is for unclassified national security-related data. Key variables for up to 226 keys can be entered via either a tape reader or key loader, which are both accessories.

Racal-Milgo also offers a Key Management Center (KMC) that manages a network of Datacryptor devices, providing centralized control and key

management. The KMC consists of a customized Compaq 386/20 PC with two printers and a Datacryptor 1027KC. It complies with Federal Standard 1027 and ANSI X9.17 (plus a Racal-Milgo extension of X9.17 called Key Transfer) and features automatic (pre-timed) or manual key indexing, and downline loading of key variables.

The network administrator can perform all key changes, key verifications, and key erasure (zeroization) from a central site. The KMC supports two-level user authentication, user name and password protection, and lockout on maximum failed log-on attempts. Its management features include cryptographic alarm and error reporting, key status, operating mode control, configuration downloading, diagnostic testing, continuous events logging, and report generation.

The secure transmission of data over LANs or between LANs is another application that some manufacturers of network security devices have targeted. Digital Communications Associates' 10Net Secure LAN operates in conjunction with the 10NET Plus LAN operating system and all 10NET hardware platforms. The nucleus of the system is an encryption card that is inserted in a stand-alone or networked PC. Data is encrypted as it is written to the PC's hard disk and diskettes, and also as it is transmitted over the network. Encryption key management facilities are provided by the software extension to 10NET Plus software. Multilevel file access and full audit trail of user activity are also provided by the software.

Cryptall's 3000 Series Ethernet LAN Bridge ensures secure transmission of data between geographically dispersed LANs over wide area links such as leased lines, DDS, T1, microwave radio, or fiberoptic cable. The automatic learning bridge operates at 10 Mbps to facilitate a wide range of link rates. Transmission between 300 Series LAN bridges over the WAN link is encrypted to ensure privacy. Encryption complies with the DES and with ANSI standard X9.17 for fully automated by management.

Link security is the specialty of Cylink, which provides a number of link encryption products that address a wide range of data transmission applications, from asynchronous or synchronous operation over dedicated and dial-up lines, to synchronous operation over T1 or T3 links. Cylink also supports secure voice communication. Cylink has a proprietary key management system that is called Secure Electronic Exchange of Keys (SEEK), which is based on a prominent encryption algorithm. Both units using the SEEK method randomly generate and store secret numbers, which are not accessible to the user or transported over the network. These secret numbers are then used to calculate public numbers via an exponentiation modulo-p calculation.

The public numbers are exchanged between units, and each unit raises the received public number by its own secret number to produce the shared secret number. This number is used to create data encryption keys, which comply to the DES. A block of data encryption keys is transferred between encryption devices. The SEEK method is an extremely secure key management method because it uses a complex method to encrypt keys.

Link encryptors can range in price from as little as \$500 per end to several thousand dollars per end, depending on the complexity and the degree of security provided. Not all data encryption products employ the DES algorithm. Some use extremely complex algorithms and several keys for both key and data encryption. The prospective user must carefully evaluate these products with respect to the target application to ensure that the equipment cost and the protection that it provides is justifiable.

Message authentication verifies that the received message is genuine and has not been altered in transit. It is vital to such critical applications as electronic funds transfer (EFT), since it guarantees authenticity. Message authentication is implemented by appending a special code called the message authentication code (MAC) to an enciphered or clear text message. Some applications may not require the actual message (such as funds transfer) to be encrypted, since its value to unauthorized personnel may be negligible. The MAC is generated from the message contents and is, therefore, unique to the message. An altered message will produce a different MAC when received, which makes it evident to the recipient that tampering has occurred to the message content during transmit. A MAC standard has been developed as ANSI X9.9 (FIPS 113).

Jones Futurex, a producer of data encryption boards for installation in IBM PCs, offers a MAC card (MAC 310) that conforms to ANSI X9.9 and FIPS 113, and is certified by the U.S. Department of Treasury as meeting the requirement for authentication of EFT. The card, enclosed in a steel jacket, features tamper detection, which destroys stored keys if the board is removed from the PC or the jacket is removed from the board. The MAC card supports up to 16 users, each with access to 23 crypto keys that are

unique to that user.

In a typical application, an IBM PC AT, loaded with multiple MAC cards and attached as an intelligent peripheral to a host, can perform message authentication for networked PCs, each containing a MAC card. Messages received by the host from the remote PCs would be sent to the AT for message authentication.

Access control, data encryption, and message authentication offer users sound protection against unauthorized access of resources. Each of these methods targets a different aspect of network security. When combined, they offer considerable resistance to security breaches. These network security devices are not expensive in unit quantities; however, they can considerably impact the communication budget if they are required to protect numerous links and resources in a large network.

Users may be reluctant to pay the extra cost for protection if security breaches have been negligible or nonexistent. Also, if the total cost of security breaches is less than the outlay of funds for network security devices, the added cost may be considered unjustified. This reasoning may be logical for noncritical applications where a security breach may not interfere with a company's business or create catastrophic results, yet it could be expensive should a security breach result in a considerable loss, such as the destruction of a company's data base.

Users must weigh the potential loss from a possible security breach against the cost of securing their network to determine the justification for expenditures for network security. Unsecured links critical to daily operation are an open invitation for security violations.

David H. Axner is manager of data communications for Management Information Corp., Cherry Hill, N.J. He has authored numerous industry-related articles and analytical reports.

CAPTIONS: Access control devices. (table); Data encryption-authentication devices. (table)

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Access and authentication: key issues in network security. (includes
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March, 1991

TEXT:

Access and Authentication: Key Issues in Network Security

The proliferation of personal computers and the rapid expansion and increasing complexity of modern networks has made corporate communication resources increasingly vulnerable to external threats. It is essential to protect these vital resources from unauthorized users, intruders, hackers, viruses and other perils. Since communication links and personal computers provide users with an access path to corporate resources, security measures to safeguard these resources must be strategically implemented.

The responsibility for protecting communications resources typically falls on network managers. Attention can be focused on three essential categories of activity: restricting access to the network and computer resources, restricting access rights to specific resources and protecting the information that passes through the networks.

Network Vulnerability - It's Everywhere

Enterprise-wide networks are vulnerable to security breaches from one end to the other. Any accessible point on the physical communication link that is external to the protected domain of the computer center is a potential break-in point. This includes LANs; LAN servers; LAN internetworking equipment, such as bridges, routers and gateways; and transmission equipment, including multiplexers, modems, CSU/DSUs, cables and wiring closets that are not physically located in a protected environment. It also includes all remote LANs and transmission equipment.

Network equipment can be secured in a safe environment; however, the physical links between remote locations - i.e., telephone lines, fiber cables, microwave links and satellite links - are virtually impossible to secure. They are vulnerable to undetected line taps and severed links. Therefore, security measures such as encryption and redundancy must be implemented to protect the information from eavesdroppers and to insure uninterrupted communication.

LAN Security

The approach to network security in the LAN operating environment is different from that for WANs. Except for their external communication links, LANs usually reside within corporate boundaries that can be controlled by the network manager or LAN administrator and are thus relatively easy to secure.

Although computer viruses and the like can pose a serious threat to LAN networks, the major concern of the LAN manager should be to protect LAN resources from unauthorized users. The vast majority of LAN security violations are caused by current and former employees. Therefore, a central objective of a LAN security program should be to prevent the access to and manipulation of unauthorized LAN resources by employees, and to restrict resources and access rights allocated to authorized users.

LAN operating systems, as well as software for servers and routers, address network security by controlling or restricting physical access and access rights to LAN resources. Network managers and administrators allocate specific LAN resources and access rights to authorized users based on a user profile that contains information such as user category, workstation designation and resource needs.

Access control can include several user categories, depending on the level of authorization or privilege. For example, Novell NetWare supports privilege levels that can be assigned to the network administrator, console operator and users. Each of these privilege levels provides different access rights; while the LAN administrator typically is given rights to access and manipulate all directories and files, the access of authorized users is restricted to specific files. User access can also be restricted to specific workstations, days and time.

Novell's newer NetWare 386 network operating system provides LAN managers or administrators with a set of flexible access rights that can be

assigned to users at the file and directory levels. The LAN administrator can selectively assign access rights that include the ability to read, write, open, create, delete, search and modify files in a directory; the ability to create, delete or rename subdirectories in a directory; and the ability to set access rights in a directory and its subdirectories. Each of these rights can be denied or granted to a user for individual directories.

Under Netware 386, each file also can be designated as shareable or nonshareable, read-only or read/write, or execute-only to further control access rights. The operating system also has a feature that Novell calls an "inherited rights mask," which denies assigned rights instead of granting them, and it is used to control access rights in a subdirectory. For example, if a user is granted the right to create or delete files in a directory, he or she can be denied that right in a subdirectory.

Another important aspect of access control is user authentication, which requires the user to enter his or her name and password in addition to the requested resource when logging in. Additional security can limit access to a user based on location, date and time; for example, a user may be granted access to a resource only during designated hours on specific days of the week. Access control can also be used to restrict dial-out facilities from remote users of local area networks, thus reducing the likelihood of unauthorized users, intruders and hackers gaining access to the company's telephone facilities.

Each LAN user must be identified through a logon procedure that requires the user to enter a personal ID or password; access restriction is based on the identity of the user and the resources that are allocated to that specific user. If choice of a password is left to the individual users, they should be instructed to associate it with personal or abstract information that is unknown to others in the organization - in other words, don't use a common nickname. Password selection and usage should be based on the following guidelines:

1. Do Not Use Proper Names: They're just too easy to guess. Simple passwords invite compromise and offer little or no security.
2. Use Multi-Character Passwords: These are more difficult to compromise than passwords of just a few characters, such as a person's initials. The words in multi-character passwords should be unrelated - i.e., they should relate to different subjects. Mixing letters, numbers and, if allowed, symbols makes passwords even more difficult to guess or crack.
3. Change Passwords Frequently: The frequency of change should depend on need, and could be once per day, week or month. They can be either created by the administrator or randomly generated by software, in which case they can consist of meaningless character strings.
4. Never Disclose a Password.
5. Never Record a Password.

Another essential element in LAN security is the audit trail, which provides an account of all network transactions that have occurred over a specific period. For example, the 3Com's 3+Open LAN Manager audits all resources on the LAN server, including directories, files, and print and communication queues.

The audit trail gives the LAN administrator a complete record of network activity, such as the number of resources in use, the users who are accessing these resources, session time, idle time and other key statistics presented by the session management window. It also alerts the administrator to unauthorized attempts to access network resources. The LAN administrator can determine the specific LAN resources to be audited when he or she is configuring the LAN server.

Diskless servers and workstations can also substantially improve network security. They eliminate the opportunity for users to accidentally or deliberately introduce diskette-based viruses into the LAN environment, prevent the uploading of unauthorized software from diskettes, and prevent the downloading of copy-restricted files or data on user diskettes. Furthermore, a server without keyboard prevents accidental system rebooting, which can interrupt network activity. The network manager or administrator can make configuration changes and other alterations from a LAN station keyboard.

Obviously, important files should be backed up periodically to prevent the possibility of losing data. Tape backup is an excellent method, since it is fast and does not delay operation. Disk mirroring - recording data entry on two disks simultaneously - is another backup method.

Encryption

Secure communication is vital to applications such as financial and credit transactions, payroll, marketing/sales strategies and certain

government activities; the results could be disastrous if the information were intercepted by the wrong people. By "scrambling" the information, you can make your messages unintelligible if intercepted.

The more formal name for scrambling messages is cryptography. Cryptography involves encoding or "enciphering" the data before it is sent, and "deciphering" the data at the receiving end. Encryption/decryption employs an encryption algorithm and a key. The encryption algorithm determines the process for encrypting data; the key, a specific bit pattern that is varied from one key to another, is used to encipher data and decipher encrypted data, and it is known only to the sender and receiver. Information security is more dependent on the key than on the encryption algorithm, and keys can be changed periodically to ensure tighter security.

There are two methods commonly used for encryption/decryption keys: symmetrical and asymmetrical. The symmetrical method uses a single key for encryption and decryption; i.e., both keys are identical. The asymmetrical method uses different keys for encryption and decryption. The symmetrical method provides tighter security since only one key can be used to decipher a message.

Encryption algorithms are usually proprietary, but in 1976 the National Institute of Standards and Technology (NIST), formerly the National Bureau of Standards, approved the Data Encryption Standard (DES) that was developed by IBM. The DES is a symmetrical algorithm; i.e., it uses the same 56-bit key for encryption and decryption, and the algorithm uses 16 iterations that combine text substitution and rearrangement.

DES is now an ISO standard, and it is used in the U.S. to protect unclassified data. Equipment using the DES algorithm is available to users in foreign countries who apply for and receive a DES license from the U.S. State Department.

It can be implemented either in hardware via commercially available chipsets or in packaged software. Some hardware versions run at up to T1 rates, but the software-based versions are slower. The security of the DES algorithm has been proved, but since DES is 15 years old, it is threatened by ever faster and more powerful computing devices and will probably be replaced during this decade.

The process of key management includes key generation, storage, distribution, selection and destruction. There are several methods for key management, which vary based on the cryptographic system in use. The industry standard for key management is ANSI X9.17, which improves on conventional DES key distribution methods by using a 112-bit key instead of the DES 56-bit key. Public key management systems include SEEK (Secure Electronic Exchange of Keys) and RSA (named after its inventors Rivest, Shamir and Adleman). The SEEK method is one of the more widely used public key management methods in current usage and is incorporated in Cylink encryption products.

Encryption applies to any form of communication: data, facsimile, video, voice, etc. It can be used to protect communication end to end, over any transmission medium. Sensitive information transmitted via facsimile, traditional forms of data communication and conventional telephone calls can all be secured through encryption. This includes data sent from a LAN station or server, which can be encrypted via server software or hardware plug-in modules. Data can also be stored in databases in encrypted form for additional security, then decrypted upon use.

Encryption products are available from several vendors. Table 1 (p. 64) presents a selection of products from a sample of prominent vendors. Many support the DES algorithm, while others provide proprietary algorithms that must be used at both ends of a secured link. The products are available as standalone units that connect between data terminal equipment (DTE), such as a terminal or PC, and data circuit-terminating equipment (DCE), such as a CSU/DSU or modem. They are also available as a circuit board that plugs into an expansion slot within a PC. Jones Futurex, for example, offers a family of circuit boards for IBM PCs and compatibles, and for IBM PS/2 systems with micro channel architecture. Since the transmission medium is transparent to enciphered data, there are no special requirements that must be implemented to support encrypted transmission. [Tabular Data Omitted]

Communication between data terminal equipment over any type of communication link can be secured by connecting the data terminal equipment at each end to an encryption device, which is then connected to the link. Link encryptors are available that support a broad range of transmission rates and link types. These include applications for asynchronous transmission ranging from 7.5 to 19.2 kbps or synchronous transmission from 1,200 bps to 128 kbps over dedicated or switched links, or for digital

links running at DDS, fractional T1 or full T1 rates.

Access Restriction for Dial-Up Facilities

The most insecure link in a network is a dial-up line. The public dial network provides an access path to network resources for anyone with a PC and modem. Once the intruder places the call and logs on via a compromised password, the full range of network resources are placed at the intruder's disposal.

Access control devices protect a network from intrusion via the public switched network by hackers, corporate spies or others with devious intentions. These devices, usually referred to as callback devices, connect between the line to the public switched network and the dial-up modem, and answer incoming calls over the dial line.

When a callback device receives the user's keyed password, it hangs up the line, thus terminating the call. Then it attempts to validate the user password against an assigned user phone number residing in its directory. If a match is found, the device calls the user at the assigned phone number, which is not necessarily the number used by the caller.

Callback devices that do not insure that the switched connection between both parties has been "dropped" by the presence of a dial tone can be compromised by an intruder. Dial connections remain for several seconds after either party terminates a call. If the intruder remains on the line and the callback device restores the line to dial the validated number, the intruder has access to the guarded resource. LeeMah's TraqNet, for example, prevents the unauthorized caller who remains on the line from intercepting the call and gaining access to a network resource. It listens for a central office tone that indicates the caller has hung up before it initiates callback. Digital Pathways uses a different approach: It calls the caller back over a different line.

Callback devices also produce an audit trail that documents all calling activity and can be used for call analysis and management reports. The audit trail provides call details, such as date and time of call initiation and termination, line number, caller ID number and call status, such as successful calls or false attempts to access the network: The audit trail can be printed or sent to a PC for analysis.

The vendor's report generation software on the user's PC supports the creation of reports from audit trail details. Reports can satisfy a range of applications, such as peak system usage, bill-back for on-line time and equipment diagnostics.

Telephone callback devices are available from several vendors, and Table 2 presents a sampling from prominent vendors. These devices usually provide more than one operating mode to accommodate different user applications. For example, sales representatives often have to call from different locations when visiting clients, and call-back may be restricted by a hotel's PBX. [Tabular Data Omitted]

These conditions can be overcome if the device offers a "pass-through mode," that provides access once the correct password is received. However, this mode reduces the level of protection. Another version of this mode accepts the number of the caller's telephone, which it uses to call the user after the password has been verified.

The callback approach to dial line security is also integrated in modems by some vendors, such as Telcor, Western Datacom and Western Telematic. Combining callback with modem functionality eliminates added equipment and reduces costs. However, users who have modems installed in their networks are not likely to replace them unless circumstances justify their replacement.

User Authentication

Verifying the identity of a user who attempts to access a network resource is essential to preventing unauthorized access of a resource. User authentication applies more to the remote caller than to a user of a local terminal or PC, although it can be applied to any network user. User authenticity can be established when the user enters a memorized personal identification number (PIN) and an access code.

Security Dynamics of Cambridge, MA, markets the SecurID card, a credit-card-size card that generates a pseudo-random pattern of digits that automatically change every 60 seconds. The user enters the number displayed on the card's LCD plus a memorized PIN to gain access to a network resource. The access control equipment at the resource end of the line stores PINs and performs authenticity checks for all incoming calls. This approach to user authentication satisfies the need to call from any phone and eliminates the need for card readers or similar equipment.

Other authentication devices use a challenge-response approach to identifying the user. Digital Pathway's SecureNet Key and LeeMah's InfoKey

are two such devices.

SecureNet Key is used with the company's Defender II and IID family of access control equipment. The pocket-sized device contains the user's PIN and a 64-bit key number that are unique to the assigned user. The SecureNet Key is not used until the user calls the computer and has been verified as an authorized user by the Defender callback device. The Defender then sends an eight-digit challenge number to the SecureNet Key.

The user enters the PIN in the SecureNet Key, which first verifies the PIN and then requests entry of the received challenge number from the Defender. The SecureNet Key uses the challenge number and the stored key number to generate a response number using the DES algorithm. The user then sends the displayed response number to the Defender access control equipment. If the Defender verifies the user's SecureNet Key response number, the user is connected and access is granted.

Infokey is used with Leemah's TraqNet system. It is also portable and pocket-sized, but unlike the SecureNet Key, it connects the remote modem to the phone line. When the remote user dials a call, it passes the dialed number from the modem and waits for a tone from the TraqNet system at the resource end once the connection is made. Infokey responds to the tone by disabling the modem and sending the access code, which is entered by the user, and an eight-digit serial number to be validated by the TraqNet system. If the number is valid, the TraqNet system sends Infokey a challenge number that it must respond to with an authentication process. This process generates a unique number using the DES algorithm, and that number is returned to the TraqNet system, authenticating the user.

While these authentication methods identify a valid user, they do not identify the individual. Moreover, PINs and passwords can be compromised and used by unauthorized persons that gain access to authentication equipment. However, these authentication methods are sound and should be used to secure dial-up lines. They complement dial-back line security and have proved their value in the field.

Message Authentication

Critical applications, such as electronic funds transfer (EFT), depend on the integrity of the received information; a misplaced decimal point or added zero could cause chaos. The authenticity of the information must be guaranteed to insure that it is genuine and has not been altered in transit.

The industry standard for message authentication is ANSI X9.9. Message authentication can be used with or without encryption, depending on the sensitivity of the transmitted information.

Message authentication uses the transmitted information and a secret encryption key to create a cyclic redundancy check (CRC) character, called a message authentication code (MAC) or digital signature. Unlike a CRC, which is affixed to each frame, the MAC is appended to the end of the message. The MAC is recalculated by the receiver and must match the received MAC to indicate authenticity.

Conclusion

To fulfill their responsibilities for network protection, network managers must have a sound understanding of security measures and the knowledge to implement them properly. They must evaluate their own network periodically for security limitations and violations, and be prepared to implement remedial procedures and measures. They should also pay particular attention to those environments that are exposed to viruses and hackers, such as connections to the public telephone network, research networks used by universities and other unsecured networks. Network managers need to work in concert with network planners and administrators to ensure that security becomes a key consideration in planning network development, alterations and expansion, as well as in administering and supervising network operation.

Network security doesn't happen by chance; networks must be properly safeguarded to prevent potentially catastrophic events. The hackers and viruses of the 1980s may be replaced by criminal activity and acts of terrorism in the 1990s. Vendors need to develop more sophisticated measures that are difficult to compromise, while customers should expand their awareness of the technical and administrative procedures that can increase network security.

Abbreviations and Acronyms Used in This Article

ANSI = American National Standards Institute CRC = Cyclic Redundancy Check CSU = Channel Service Unit DES = Data Encryption Standard DSU = Digital Service Unit DTE = Data Terminal Equipment EM = Electromagnetic ISO = International Standards Organization LCD = Liquid Crystal Display MAC = Message Authentication Code NIST = National Institute of Standards and

Ginger R. DeMille

Technology PIN = Personal Identification Number SEEK = Secure Electronic Exchange of Keys

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CAPTIONS: Abbreviations and acronyms used in this article. (table); Encryption products. (table); Telephone callback units. (table)

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A cleft in the armour

McGrath, Neal

Asian Business v31n2 PP: 26 Feb 1995 ISSN: 0254-3729 JRNL CODE: ABN

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ABSTRACT: The rapid spread of computers has created opportunities for fraud, theft of data, and just plain mischief on the part of so-called computer hackers. Computers are a chronic weak spot for most companies. Networks often contain almost every shred of information on a company. The entire database could be copied onto small disks without leaving a trace that anything had been taken. With today's telecommunications links, a hacker in New York can just as easily attack the Bank of Tokyo as the Bank of New York. According to Terence McManus of International Computers Ltd., the ultimate security system is for a company not to connect its computers to the outside world at all. But most would not find that an acceptable solution. Companies must take every precaution they can to guard their databases.

TEXT: The rapid spread of computers has opened up vast new opportunities for companies to grow their businesses and expand services in ways never before imagined. But this trend has also created opportunities for fraud, theft of data and just plain mischief on the part of so-called computer hackers.

This is a lesson one Hong Kong hotel learned the hard way when a hacker broke into its telephone system and used it to make US\$50,000 in unauthorised telephone calls. Most telephone PABXs have modems built in so that engineers can get into the system over the phone lines to fix minor problems without having to go to the site. This keeps systems running and lets the hotel continue making money from calls -- but it also gave a hacker access to the hotel's long-distance lines.

Computers are a chronic weak spot for most companies. Networks often contain almost every shred of information on a company. The entire database could be copied onto small disks without leaving a trace that anything had been taken.

The motivation for computer crime is strong. Computer company Racal-Datacom estimates traditional crime offers an average return of US\$15,000 per crime and carries a 30% risk of being caught. The average payoff for computer crime is US\$15 million with only a 3% chance of apprehension. It's as lucrative, and a lot safer, than robbing a bank. A series of high-profile computer crimes in the West attracted attention in the 1980s, but more and more Asian companies are coming to realise they too are vulnerable. In low-crime Japan, for example, computer security was not seen as important. But with today's telecommunications links, a hacker in New York can just as easily attack the Bank of Tokyo as the Bank of New York. 'They are beginning to realise that they are linked to the rest of the world,' says Tom Mitchell, vice president with Racal-Datacom. Nippon Telephone and Telegraph, for example, recently announced it would hire UK-based International Computers Ltd (ICL) to upgrade security.

But protecting your system can pose a serious challenge. 'The ultimate security system is not to connect your computers to the outside world at all,' says Terence McManus, product marketing manager and security expert with ICL. 'But most people wouldn't find that an acceptable solution.'

Most firms rely on a combination of identification codes and passwords. The problem is that there are only two variables, which well versed hackers can often defeat. Once the hackers get past the front gate, there is virtually nothing to slow them down within the system. It's almost like having a single guard at the entrance to a bank vault, with no one watching what people are doing inside, and no one guarding the exit. Another form of security is the dialback system. The caller enters his ID

and password, the system looks up the user's phone number, hangs up and then calls back. But this can also be defeated by programs that keep the line open, mimic a dial tone and then 'answer' after the system has finished dialing. The computer thinks it has hung up and called back the person at home, but in fact the line has never been cut.

Faced with this kind of trickery, 'token' technology has become increasingly popular. Much like using an ATM card, the user inserts a card or other token into his computer and then enters a password. Without the card, hackers can't get into the system.

Of course, making sure that outsiders can't get in is only one consideration. Financial institutions have used computers for fund transfers, payments and so forth for many years, but increasingly these days other companies are relying on computers for a wide range of transactions.

Companies involved in trade, for example, now often rely on electronic data interchange (EDI) to transmit documents such as bills of lading and letters of credit via computer. 'The growth of EDI means a lot more sensitive data is moving around the ether,' says Philip Naybour, regional general sales manager for Racal-Datacom.

Experts can detect a forged letter of credit, but how do you know if the information in an electronic signal has been intercepted and altered on its way to you?

To address this problem, software companies have developed encryption systems that convert documents into code that can only be translated on the other end. Some of these are quite simple, while others use extremely complex mathematical algorithms so that the formula used to generate the code changes every time you use it. 'Using e-mail, there is very little you can do to stop someone from reading your message,' says McManus. 'The only thing you can do is encipher it before you send it.'

As in other areas, the mechanics of computer security are only part of the solution. Management factors again play a key role in making an effective protection programme. 'I've seen passwords taped to the secretary's terminal,' says Mitchell. Management has to understand the importance of the security mechanism and its role on protecting the company's data assets, and make sure that staff treat the issue seriously.

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CORDLESS TELEPHONE SYSTEM

PUB. NO.: 03-190494 [JP 3190494 A]

PUBLISHED: August 20, 1991 (19910820)

INVENTOR(s): ISHIHARA SHUJI

APPLICANT(s): FUJITSU GENERAL LTD [000661] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 01-330638 [JP 89330638]

FILED: December 20, 1989 (19891220)

ABSTRACT

PURPOSE: To call a caller telephone set after the end of talking by allowing a master set to store a number of the caller telephone set and an ID code of a called slave set when the slave set is busy and sending the code to the slave set.

CONSTITUTION: Suppose that a slave set 2(sub 1) is called by, e.g. a telephone set 5 when the slave set 2(sub 1) is busy, a busy pseudo tone signal is sent to the caller telephone set 5 and when the telephone number is inputted by the operator of the telephone set 5 succeedingly, the telephone number is sent to the master set 1 via a wired line 3 and the master set 1 stores the telephone number (extension number) and the ID code tentatively. When the talking is terminated, the slave set 2(sub 1) sends a call termination signal to the master set 1, a registration telephone number is displayed on a display section 7 in this case and the call of the telephone set 5 of the telephone number is implemented automatically. Thus, the slave set calls back the caller telephone set after the end of talking.
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09186544 Supplier Number: 80116994 (THIS IS THE FULLTEXT)
**Toshiba Strata CS Release 4.0 Server-Based Business Communication System
Receives Rave Reviews From Early Users.**

Business wire, p0072

Nov 16, 2001

TEXT:

Business Editors & High-Tech Writers

IRVINE, Calif.--(BUSINESS WIRE)--Nov. 16, 2001

Combining the Power of Desktop Computers with Advanced Telephony and Voice Processing Capabilities, Strata CS Version 4.0 Provides Expanded Client Interface and Advanced ACD Capabilities

Toshiba America Information Systems Inc., Telecommunication Systems Division (Toshiba TSD) today announced that its Toshiba Strata(R) CS Version 4.0 has received rave reviews from early users.

The Strata CS 4.0 is a significant new upgrade of Toshiba's popular business communication system for small to medium-sized companies. It is one of the first communication server-based business communication systems to support digital telephones and give users the ability to integrate all their business communications via voice, voice mail, or e-mail through a graphical user interface (GUI) on their desktop or laptop PC, or via a telephone handset.

Integrated Voice, Voice Mail, and E-Mail Increases Productivity

Beta user John Zeller, president of ATS Communications Inc., of Concord, Calif., said, "Having the Strata CS 4.0 has made a dramatic difference in the way we communicate with our clients."

Call handling is important to Zeller's 40-person team at ATS Communications, a leading data and communication services firm. "Having the visual mailbox on our PC screens allows us to have all our business communications displayed in one place. We can see calls as they come in and decide to take the call, route it to voice mail, screen it and pull it back out of voice mail, or send it to someone else," said Zeller.

Because Zeller's team spends most of their time servicing customers, being able to share both voice and e-mail messages, as well as record and forward telephone conversations, has greatly added to their productivity. Zeller said, "We like being able to add notes and forward voice or e-mail messages via e-mail to each other. It's so much more efficient and personal to hear the messages, which can easily be sent as .wav files."

Zeller's team also appreciates the system's ability to collect phone numbers as calls come in. He said, "We have linked our Strata CS 4.0 to our individual CS contact databases so when a call comes in, I can tell immediately through caller ID if my caller is calling from his or her home phone, cell phone, or office phone. If it is a new contact number, I'm able to collect the number instantly by clicking on the number on my PC screen and saving it to my database. It's very efficient and doesn't require hours of input time."

Zeller's team also uses the extension status feature, which enables them to see a display on their PC screen of the status for everyone on the Strata CS system. "It's very helpful to be able to tell at a glance who is in the office, who's on vacation, who's on the phone, or who is away at a meeting. It's like having a full-blown receptionist PC console on every single desk," he said.

No More Missed Calls with "Follow-Me" Feature

PhoneAmerica Corp. of Frazer, P.A., began using the original Strata CS 3.0 more than a year ago and upgraded to Version 4.0 in August as a beta user. For this early user, the transition has been dramatic.

Tom Drevyanko, vice president at this telecommunications installation and service company, said, "With the Strata CS 4.0, we simply don't miss our calls."

Drevyanko's 30-person team uses Version 4.0's "follow-me" feature to ensure calls reach them quickly. For example, call rules enable users to route calls from certain numbers, such as important clients, to their cell or home phone numbers, and users can even set up password protection so that a call isn't inadvertently answered by someone else, such as a child at home.

Drevyanko said, "Our client services personnel appreciate being able to take calls no matter where they are by having the calls routed through

the 'follow-me' rules."

Because the service staff is often out in the field, they utilize the system's "call-back" feature to access their messages and return phone calls simply by making one call. They call into the Strata CS from their cell phones and can listen to their messages and return each call, without hanging up, and then go to the next message in queue.

"The 'call-back' feature makes it quick and easy for us to get our calls remotely, return calls, and move onto the next call without wasting time or fumbling for phone numbers. If the caller is in our database, we can have the Strata CS simply dial the number for us," said Drevyanko.

Compatibility with Toshiba Digital Telephones Increases Functionality

Drevyanko's team is also using Toshiba digital telephones with the Strata CS 4.0, a powerful new capability now available. "We're happy to have hands-free intercom, up to four primary directory numbers, and secondary appearances for secretaries or partners, as well as all the many other 4.0 features we can access by using Toshiba digital telephones with our Strata CS system," he said.

His team also appreciates the ability to pick up calls from anywhere in the building. Because the system can act as a paging system, calls are routed and get to the right person, even if they're in another department and not near the phones. "Although we love using voice mail, it's nice to know important callers can always get through," Drevyanko said.

Enterprise-Level Call Center Capabilities at a Fraction of the Cost
Communications Technologies Inc., of Chesterfield, Mo., is an early user that has maximized the Strata CS 4.0's new call center capabilities by its 15-person team.

Bob Hymes, president of this leading interconnect company, explained: "The Strata CS 4.0 has a phenomenal ACD capability. It's much more powerful than the typical PBX or key system ACD and can be installed at a fraction of the cost. Because the system is scalable, you can dynamically add agents as needed."

Communications Technologies can set up the ACD to handle different types of incoming calls. Hymes explained, "You can have individual announcement messages set up for our various queues -- the customer service queue, the help desk, or your sales line."

To improve customer service, Hymes is using the system's queue time delay announcements so customers know the wait time, and he's also set up skills-based routing to ensure calls get to the right person without delay. He said, "Strata CS 4.0's advanced ACD features really help us manage our calls and improve customer service."

Split-Screen GUI Makes Multi-Tasking Fast and Easy
Integrated Office Networks Inc. (ION), a data networks and telecommunication services company in Sanford, Fla., is also an early user of the Strata CS 4.0.

Patrick Talley, president of ION, said, "The Strata CS 4.0 has helped us improve our productivity and customer relations." Talley's 22-person team uses their phones to handle customer inquiries and solve tech support problems. The company's operator uses the 4.0's split-screen GUI to route incoming calls, handle service dispatching, and emergency customer calls while still being able to monitor the status of all system users.

About the Strata CS 4.0

The Strata CS 4.0 helps businesses increase customer service and internal productivity by taking advantage of the most advanced voice, data, and call management technologies available today. With a system capacity of 96 trunks and 264 telephones, the Strata CS provides a turnkey business solution that includes the Strata CS application software and dedicated windows NT(R) server, along with digital telephones, analog feature telephones, and IP telephony. The Strata CS 4.0 also provides the benefits of converged data and voice communications technology.

Strata CS 4.0 features include:

-- Integration with Toshiba's 2000-series digital telephones, bringing improved

functionality, reliability, and quality to the telephone system. The Strata CS

4.0 is one of the few communication server-based telephone systems compatible

with digital telephones.

-- Support for standard fixed buttons, programmable buttons, message screening,

and off-hook call announcements via Toshiba digital telephones. Its enhanced

call handling features include multiple directory number appearances, allowing

users to receive multiple calls to a single extension. It also enables secondary directory number appearances, which allows a user's extension to appear on and ring on another person's telephone for extended call coverage.

-- Expanded ACD capabilities, including the ability to develop custom messages

by queue, control queue configuration via new routing algorithms, remote agent capabilities, and new reporting functionality.

-- Expanded PC-based GUI client interface, making the Strata CS even more intuitive and effective for individual users than previous versions.

-- Choice of using IP along with circuit switched communications on a single

Strata CS 4.0 system. The Strata CS 4.0 is compatible with both IP telephones

and traditional telephones (both analog and digital).

Availability

Strata CS Version 4.0 is now available and shipping with all new Strata CS systems. To find an Authorized Toshiba Dealer in your area, visit the Toshiba Web site at www.telecom.toshiba.com.

About Toshiba America Information Systems Inc.

With headquarters in Irvine, and annual sales of approximately \$2.5 billion, Toshiba America Information Systems (TAIS) is comprised of six divisions, organized into two business groups, which manufacture, market, and service a wide range of business and information-oriented products in the United States and Latin America.

Products include portable and desktop computers and PC servers; voice mail systems; digital business telephone systems; interactive voice response systems; network systems; and digital cameras. TAIS is an independent operating company owned by Toshiba America Inc., a subsidiary of the \$50 billion Toshiba Corp., the eighth largest computer and electronics company and the world's 21st largest industrial corporation in terms of sales.

Toshiba Corp. is a world leader in high-technology products with more than 800 major subsidiaries and affiliates worldwide.

About Toshiba Telecommunication Systems Division

The Toshiba Telecommunication Systems Division markets the Strata DK family of digital business telephone systems, Strata CS Communication Server, Strata voice processing systems, and Interactive Voice Response. For additional product information, contact Toshiba America Information Systems, Telecommunication Systems Division, 9740 Irvine Blvd., P.O. Box 19724, Irvine, Calif. 92618-1697, or visit the web site at www.telecom.toshiba.com.

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File 350:Derwent WPIX 1963-2006/UD,UM &UP=200625

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File 344:Chinese Patents Abs Jan 1985-2006/Jan

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File 347:JAPIO Dec 1976-2005/Dec(updated 060404)

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(c) 2006 CSA.

File 95:TEME-Technology & Management 1989-2006/Apr w3

(c) 2006 FIZ TECHNIK

File 94:JICST-EPlus 1985-2006/Jan w4

(c)2006 Japan Science and Tech Corp(JST)

File 56:Computer and Information Systems Abstracts 1966-2006/Apr

(c) 2006 CSA.

Set Items Description

S1 58038 (CALL OR CALLS OR CALLING OR DIALING)(5N)(SYSTEM OR SERVICE OR STORE OR SHOP OR MALL OR ESTABLISHMENT OR SERVER)

S2 764061 PASSWORD OR (PASS OR SECRET OR AUTHENTICAT? OR TEMPORARY)(-)(WORD OR CODE) OR PASSCODE OR CODE

S3 3801 (CALL OR CALLING OR CALLS OR DIAL?)()BACK OR CALLBACK OR DIALBACK OR (RECEIV? OR MAKE? OR MAKING OR MADE)(2N)(RETURN OR RESPONSE)() (CALL OR BACK)

S4 15049 (HANG?)()UP OR HANGUP OR PUT?()DOWN OR TERMINAT? OR END? ?)-(3N)(RECEIVER? OR PHONE OR CALL)

S5 744 (USER OR CUSTOMER OR CALLER OR INDIVIDUAL OR SHOPPER OR BUYER OR CONSUMER OR CLIENT)(6N)S4

S6 86071 (CREAT? OR SELECT? OR CHOOS? OR GENERAT? OR INPUT?)(3N)S2

S7 5 S1 AND (S2 OR S6) AND S3 AND (S4 OR S5)

S8 10 S2 AND S3 AND S4

S9 5 S8 NOT S7

?

? t7/3,k/all

7/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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009890465 **Image available**

WPI Acc No: 1994-170381/199421

XRPX Acc No: N94-134218

Telecommunications system having delayed cancel call waiting - allows call waiting feature to be disabled during anticipated return call from host computer accessed for data transmission in dial-up dial - back systems.

Patent Assignee: MITEL CORP (MTLC)

Inventor: QUIRK C; QUIRK C F

Number of Countries: 005 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2273419	A	19940615	GB 9324948	A	19931206	199421 B
DE 4341700	A1	19940616	DE 4341700	A	19931207	199425
CA 2085280	A	19940615	CA 2085280	A	19921214	199432
US 5425092	A	19950613	US 93163004	A	19931208	199529
GB 2273419	B	19961030	GB 9324948	A	19931206	199647
IT 1265396	B	19961122	IT 93MI2592	A	19931210	199719
CA 2085280	C	20000815	CA 2085280	A	19921214	200050

Priority Applications (No Type Date): CA 2085280 A 19921214

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2273419	A		8	H04M-003/42	
DE 4341700	A1		4	H04M-003/20	
CA 2085280	A			H04M-003/48	
US 5425092	A		4	H04M-003/42	
GB 2273419	B		1	H04M-003/42	
IT 1265396	B			H04M-000/00	
CA 2085280	C E			H04M-003/48	

Telecommunications system having delayed cancel call waiting...

...disabled during anticipated return call from host computer accessed for data transmission in dial-up dial - back systems.

...Abstract (Basic): ADVANTAGE - Upon termination of incoming call from host computer, system is restored to its normal operating condition

...Abstract (Equivalent): In a telecommunications system with a call waiting feature, comprising a central office and a plurality of subscribers, said system including means...

...being set to cancel said call waiting feature in response to receipt of a cancellation code over the associated subscriber line and being reset upon termination of the current call, the improvement wherein said central office further comprises a delayed cancel call waiting (DCCW) register...

...register being set to said first state in response to receipt of a DCCW access code transmitted over its associated subscriber line, means for checking and resetting the state of said...

...Abstract (Equivalent): is set to cancel the call waiting feature in response to receipt of a cancellation code over the associated subscriber line and is reset upon termination of a subsequent call. The central office further comprises a delayed cancel call waiting (DCCW) register for each subscriber...

...register is set to the first state in response to receipt of a DCCW access code transmitted over its associated subscriber line...

...ADVANTAGE - Dialler can first enter DCCW access code through telephone keypad...

7/3,K/2 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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002159554

WPI ACC No: 1979-H9498B/197937

Inter-office call - back arrangement over common channel - has
call-office processor, storing circuit for busy-sole data-supervisor
memory and scanner to retry call when line is idle

Patent Assignee: WESTERN ELECTRIC CO INC (AMTT)

Inventor: SHEINBEIN D

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 4166929	A	19790904				197937 B
CA 1116733	A	19820119				198207

Priority Applications (No Type Date): US 78878513 A 19780217

Inter-office call - back arrangement over common channel...

...Abstract (Basic): The terminating office call processor(34) is
equipped to examine the busy-idle status of the called station(5...

...station has become idle. Each of the call processor(21, 34) includes an
originating register- call back register(47) for storing call
back information comprising the calling and called station identities
originating office identity, a call back code dialed from a
calling station(3), a mark to specify the call back mode of
register operation, a line recheck time delay and a time limit on the
call back service .
...

...Automatic call back is effected in one arrangement by transferring
the call back information from the originating to terminating
office, ascertaining when the called station becomes idle, and then
making a terminating -to-originating office call in an attempt to
complete call connections between the calling and called stations.

7/3,K/3 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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03712063 **Image available**

INCOMING CALL WAIT SYSTEM FOR EXCHANGE

PUB. NO.: 04-077163 [JP 4077163 A]

PUBLISHED: March 11, 1992 (19920311)

INVENTOR(s): TAMAYAMA KUNIO

APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP
(Japan)

APPL. NO.: 02-188539 [JP 90188539]

FILED: July 17, 1990 (19900717)

JOURNAL: Section: E, Section No. 1225, Vol. 16, No. 294, Pg. 59, June
29, 1992 (19920629)

INCOMING CALL WAIT SYSTEM FOR EXCHANGE

ABSTRACT

... avoid waste utility of a communication network due to interrupt of a
channel till a callback is established by recording a subscriber number
of a waiting subscriber, calling the waiting subscriber number recorded
with a prescribed dial code after the end of call and dialing the
subscriber number automatically...

...CONSTITUTION: When a control processor 5 recognizes a received dial
code to be a registered dial code of a prescribed wait subscriber
number recording request upon the receipt of the dial code, the processor
5 checks a service registration area 61 to confirm unregistration again,
records registration...

... the end of registration to a caller subscriber 1A in voice. When the
received dial code indicates a call dial code 0023 calling a recorded

wait subscriber number and requesting the dialing, the control processor 5
...

7/3,K/4 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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02804169
INCOMING CALL TRANSFER SYSTEM

PUB. NO.: 01-101769 [JP 1101769 A]
PUBLISHED: April 19, 1989 (19890419)
INVENTOR(s): TEZUKA KINGO
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 62-259367 [JP 87259367]
FILED: October 14, 1987 (19871014)
JOURNAL: Section: E, Section No. 796, Vol. 13, No. 343, Pg. 157,
August 02, 1989 (19890802)

INCOMING CALL TRANSFER SYSTEM

ABSTRACT

...when the call of the caller on telephone set is finished, and connecting an incoming call awaited at the end of talking to the destination extension telephone set...

... the caller awaits the end of talking is confirmed, hooking is applied again, the incoming call awaits the end of call of the transfer destination extension by dial of a talking end awaiting request code, then the instantaneous destination extension is called at a point of time of the talk...

... finished. Thus, the incoming call is transferred even to a extension without requesting to the call back again to the incoming call.

7/3,K/5 (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO
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02367696 **Image available**
CALLING - BACK SYSTEM

PUB. NO.: 62-284596 [JP 62284596 A]
PUBLISHED: December 10, 1987 (19871210)
INVENTOR(s): KUMON MASAHIRO
KUSABA AKIRA
APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 61-127227 [JP 86127227]
FILED: June 03, 1986 (19860603)
JOURNAL: Section: E, Section No. 613, Vol. 12, No. 177, Pg. 81, May
25, 1988 (19880525)

CALLING - BACK SYSTEM

ABSTRACT

PURPOSE: To call back a calling subscriber directly by storing the number of an extension subscriber or the number...

... international call origination request is an international dialing call from its inter.national dialing access code, the extension number of an extension 7 is found from its equipment position and stored...

... acquisition of the trunk line trunk 5. When the extension 7 is disconnected at the end of the call, the trunk line trunk 5 is not released, but made ready to receive a recalling...
?

? t9/3,k/all

9/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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011352923 **Image available**

WPI Acc No: 1997-330829/199730

XRPX Acc No: N97-274598

International telephone utilization system for activating PHS - gets connected to telephone set which dials international country code , trunk side and telephone number through dial button and performs communication

Patent Assignee: LIB & LAB KK (LIBL-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 9135295	A	19970520	JP 95323487	A	19951107	199730 B

Priority Applications (No Type Date): JP 95323487 A 19951107

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 9135295	A		5	H04M-003/42	

... gets connected to telephone set which dials international country code , trunk side and telephone number through dial button and performs communication

...Abstract (Basic): a dial button of a PHS. The security number comprises an ID number and a password number. The transmitted password number is read by a password number reading mechanism (3). The security number is registered and analysed to identify the concern telephone set. After confirming the telephone set, a call back signal is transmitted by a call back mechanism...

...Now using the dial button, the country code , trunk code and the telephone number is dialled from the telephone set for communication. After the end of the call , a telephone call end button is pressed to terminate the operation. The dialled telephone number, the call time are...

...Title Terms: CODE ;

9/3,K/2 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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008997437 **Image available**

WPI Acc No: 1992-124707/199216

XRPX Acc No: N92-093235

Remotely programmable DTMF radiotelephone - is converted into digital form for recognition of commands encoded by user for specified

Patent Assignee: OKI TELECOM (OKID); OKI ELECTRIC IND CO LTD (OKID); OKI TELECOM DIV OKI AMERICA INC (OKID); OKI AMERICA INC (OKID); OKI ELECTRIC IND LTD (OKID)

Inventor: HARDIN S T; HIGUCHI M; OTAKEK T; OTAKE T

Number of Countries: 004 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 4130024	A	19920409	DE 4130024	A	19910910	199216 B
GB 2249923	A	19920520	GB 9116551	A	19910731	199221
JP 4271526	A	19920928	JP 91248524	A	19910903	199245
US 5276729	A	19940104	US 90579894	A	19900910	199402
			US 92913738	A	19920714	
GB 2249923	B	19950308	GB 9116551	A	19910731	199513
DE 4130024	C2	19960613	DE 4130024	A	19910910	199628

Priority Applications (No Type Date): US 90579894 A 19900910; US 92913738 A 19920714

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
DE 4130024	A		23		

GB 2249923	A	57 H04Q-007/04	
JP 4271526	A	14 H04B-007/26	
US 5276729	A	16 H04M-011/00	Cont of application US 90579894
GB 2249923	B	2 H04Q-007/32	
DE 4130024	C2	19 H04B-001/40	

...Abstract (Basic): the convertor (31) is monitored and valid commands are recognised in accordance with an access code entered by the user via a keypad (56), and a password or security code stored in the memory (51). This may also hold numbers for callback or for automatic initiation of a desired outgoing call...

...Abstract (Equivalent): the convertor (31) is monitored and valid commands are recognised in accordance with an access code entered by the user via a keypad (56), and a password or security code stored in the memory (51). This may also hold numbers for callback or for automatic initiation of a desired outgoing call...

...Abstract (Equivalent): The radiotelephone (10) includes a receiver front end and demodulator (23), receiver signal processing circuits (30), a dual-tone, multiple-frequency converter (31), a controller (50), and...

...controller executes the command. Certain commands must be preceded by the user entering an access code using a control keypad (56) and by the reception of DTMF tones corresp. to a password or security code stored in the memory. Some commands cause telephone numbers to be stored in the memory...

...USE For automatically dialling remotely programmed number upon call termination .
(

9/3,K/3 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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03527594 **Image available**
CORDLESS TELEPHONE SYSTEM

PUB. NO.: 03-190494 [JP 3190494 A]
PUBLISHED: August 20, 1991 (19910820)
INVENTOR(s): ISHIHARA SHUJI
APPLICANT(s): FUJITSU GENERAL LTD [000661] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 01-330638 [JP 89330638]
FILED: December 20, 1989 (19891220)
JOURNAL: Section: E, Section No. 1133, Vol. 15, No. 448, Pg. 135, November 14, 1991 (19911114)

ABSTRACT

...a master set to store a number of the caller telephone set and an ID code of a called slave set when the slave set is busy and sending the code to the slave set...

... 3 and the master set 1 stores the telephone number (extension number) and the ID code tentatively. when the talking is terminated, the slave set 2(sub 1) sends a call termination signal to the master set 1, a registration telephone number is displayed on a display...

... the telephone set 5 of the telephone number is implemented automatically. Thus, the slave set calls back the caller telephone set after the end of talking.

9/3,K/4 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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03350535
DACOM INTRODUCES FORTRESS SECURE MODEM
UK - DACOM INTRODUCES FORTRESS SECURE MODEM
Connexion (CXN) 21 February 1990 p27

Ginger R. DeMille

... new secure modem offering two levels of security, each requiring the entry of a valid password. The straightforward password protection option simply requires the entry of a valid password to establish data connection. The dialback option ensures that a data connection can only be made with a remote modem at a pre-determined location since the Fourtress modem terminates the call, looks up the password in its memory and automatically dials the telephone number stored. The modem supports MNP data...

9/3,K/5 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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03330257

DACOM LAUNCHES FOURTRESS MODEM

UK - DACOM LAUNCHES FOURTRESS MODEM

Communications Products Magazine (CPM) 0 February 1990 p35

Dacom has launched the Fourtress modem, offering password protection and dialback security. The two levels of security need a valid password for entry or the call will be terminated by the modem. Under the password protection, data connection will be set up after validation of the password. Under the dialback option the modem will terminate the call, refer to the password in its memory and automatically dial the phone number stored with the password. This means that data can be connected with a remote modem at a predetermined location...
?

? show files;ds

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File 16:Gale Group PROMT(R) 1990-2006/Apr 18
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(c) 2002 Phoenix Newspapers
File 494:St LouisPost-Dispatch 1988-2006/Apr 17
(c) 2006 St Louis Post-Dispatch
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(c) 2004 ICC Online Inform.Group
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(c) 2006 Knight Ridder/Tribune Bus News
File 610:Business Wire 1999-2006/Apr 18
(c) 2006 Business Wire.
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(c) 2006 PR Newswire Association Inc
File 619:Asia Intelligence Wire 1995-2006/Apr 17
(c) 2006 Fin. Times Ltd
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(c) 2006 Boston Globe
File 635:Business Dateline(R) 1985-2006/Apr 18
(c) 2006 ProQuest Info&Learning
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File 637:Journal of Commerce 1986-2006/Apr 20
(c) 2006 Commonwealth Bus. Media
File 638:Newsday/New York Newsday 1987-2006/Apr 17
(c) 2006 Newsday Inc.
File 645:Contra Costa Papers 1995- 2006/Apr 15
(c) 2006 Contra Costa Newspapers
File 647:CMP Computer Fulltext 1988-2006/May w1
(c) 2006 CMP Media, LLC
File 649:Gale Group Newswire ASAP(TM) 2006/Apr 10
(c) 2006 The Gale Group
File 696:DIALOG Telecom. Newsletters 1995-2006/Apr 18
(c) 2006 Dialog
File 704:(Portland)The Oregonian 1989-2006/Apr 17
(c) 2006 The Oregonian
File 706:(New Orleans)Times Picayune 1989-2006/Apr 18
(c) 2006 Times Picayune
File 707:The Seattle Times 1989-2006/Apr 17
(c) 2006 Seattle Times
File 712:Palm Beach Post 1989-2006/Apr 17

(c) 2006 Palm Beach Newspapers Inc.
File 718:Pittsburgh Post-Gazette Jun 1990-2006/Apr 18
(c) 2006 PG Publishing
File 722:Cincinnati/Kentucky Post 1990-2006/Feb 02
(c) 2006 The Cincinnati Post
File 727:Canadian Newspapers 1990-2006/Apr 18
(c) 2006 Southam Inc.
File 733:The Buffalo News 1990- 2006/Apr 16
(c) 2006 Buffalo News
File 761:Datamonitor Market Res. 1992-2006/Apr
(c) 2006 Datamonitor
File 781:ProQuest Newsstand 1998-2006/Apr 18
(c) 2006 ProQuest Info&Learning
File 810:Business wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 995:NewsRoom 2001
(c) 2005 Dialog
File 996:NewsRoom 2000
(c) 2005 Dialog

Set	Items	Description
S1	117	(SHOPPING)(10N)(CALLBACK OR CALL()BACK OR DIALBACK OR DIAL- ()BACK) NOT PY>2001
S2	65	RD (unique items)

? t2/3,k/all

2/3,K/1 (Item 1 from file: 13)
DIALOG(R)File 13:BAMP
(c) 2006 The Gale Group. All rts. reserv.

00623940 Supplier Number: 25380324 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Virtual Tinker's Wagons And The Return Of Haggling
(A number of web sites have been launched that offer shoppers a single
source for many business and consumer products)
Article Author(s): Roth, Tracey S
Call Center Solutions, v 18, n 2, p 94
August 1999
DOCUMENT TYPE: Journal ISSN: 0730-6156 (United States)
LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 715

TEXT:
...but even that's going to be a major step for me. Talk about virtual
shopping carts and web **callback** to me, and my head's likely to begin
rotating 360 degrees.

It's ironic...

2/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 Proquest Info&Learning. All rts. reserv.

02170612 73278033
Is a "mystery shopper" lurking in your waiting room?
Borfitz, Deborah
Medical Economics v78n10 PP: 63-75 May 21, 2001
ISSN: 0025-7206 JRNL CODE: MDE

ABSTRACT: **Mystery shopping** has helped some practices improve patient
callback procedures, establish a more confidential sign-in policy, and
institute a more professional dress code...

2/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 Proquest Info&Learning. All rts. reserv.

01186313 98-35708
Managing smarter: Bank auditing techniques and management strategies for

nondeposit investment products

Lawson-Rose, Betty J; Guarino, Michael A
ABA Bank Compliance v17n3 PP: 37-44 Mar/Apr 1996
ISSN: 0887-0187 JRNL CODE: BCP
WORD COUNT: 4249

...TEXT: raise suitability concerns, nondisclosure issues, and quality of service concerns; and

* poor performance in mystery shopping and customer callback programs.

The ICs' written performance appraisals should be reviewed to ensure that the compensation program...

2/3,K/4 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

08712875 Supplier Number: 75478648 (USE FORMAT 7 FOR FULLTEXT)
Small Shops Stress Service.(Industry Trend or Event)(Brief Article)
DeMeo, Melissa
Computer Shopper, p177
April 1, 2001
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 174

... fewer than five employees to add live chat, but the company may want to add shopping -cart technology, web callback , and e-mail-response management.

Site-hosting companies that offer these services include Bigstep.com
...

2/3,K/5 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

08345803 Supplier Number: 70497315 (USE FORMAT 7 FOR FULLTEXT)
JOY TO THE WORLD; ALONG WITH A BLEND OF POP AND SOULFUL SOUNDS, 20-YEAR-OLD SINGER JOY ENRIQUEZ IS HITTING SOME STRONG FASHION NOTES.
Romero, Elena
WWD, p88
Feb 1, 2001
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1096

... bridge to one of my favorite Barbra Streisand songs."
Although Enriquez didn't get a call - back , "Star Search" was in her destiny. She was window- shopping two years later at a boutique in Los Angeles, when her big break came.
"I...

2/3,K/6 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

08088317 Supplier Number: 67457228 (USE FORMAT 7 FOR FULLTEXT)
The Country's Hottest Company for Smart, Innovative and Unique Gifts -- MidnightPass.com Unveils its 'Best Gift Ideas' For Holiday 2000.
PR Newswire, p3052
Nov 21, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 492

... service levels of MidnightPass.com with its 24/7 trained call center, instant online web call back feature and easy to navigate

shopping cart program.

As for the name: Midnight Pass is named after an environmentally protected pass...

2/3,K/7 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

07910889 Supplier Number: 66147626 (USE FORMAT 7 FOR FULLTEXT)
TheSUBWAY.com Announces Investment Opinion on IDial Networks Inc.
Business Wire, p2068
Oct 17, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 786

... offer the following products:
Business to Business Phone to Phone services will feature an auto call back button on major e-commerce shopping cart websites. This service will enable the shopper to receive a person to person phone...

2/3,K/8 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

07193178 Supplier Number: 61400639 (USE FORMAT 7 FOR FULLTEXT)
FatSplash, Inc. Launches e-Business Customer Care Solution at CRM/SS Expo;
Scalable Web-Based Support Solutions Include State-of-the-Art Technology,
Subject Matter Experts to Up-Sell and Cross-sell.
PR Newswire, p9368
April 7, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 524

... Web pages to clients' customers, leading to cross-sell and up-sell opportunities and increased shopping cart value. Using Internet Voice Call Back, customers can talk to SplashAgents instantly or request a callback at a time when they...

2/3,K/9 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06906881 Supplier Number: 57929481 (USE FORMAT 7 FOR FULLTEXT)
The Customer Always Clicks Twice.
Michael, Bill
Computer Telephony, v7, n11, p84
Nov, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 5565

... click-to-talk (currently through a third-party app, soon to be integrated), and web call - back. The system tracks a customer's actions throughout the shopping process, and then provides agents with information about what pages the customer has been surfing...

2/3,K/10 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06295635 Supplier Number: 54477792 (USE FORMAT 7 FOR FULLTEXT)
Anderson Tidalwave Offers Worldwide Telecommunications Services.
Business Wire, p1071
April 27, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade

Word Count: 278

... services:
1. 1+Long Distance Phone Service
2. Dial-Around Long Distance Phone Service
3. Callback and Web-Based Services
4. Calling Cards
5. Online Shopping and Special Services
From the United States to anywhere in the world, prices can be...

2/3,K/11 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06087311 Supplier Number: 53612000 (USE FORMAT 7 FOR FULLTEXT)
Net2Phone wins 1998 Products of the Year Awards from Internet Telephony and CTI Magazines.
Business Wire, p1183
Jan 21, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 517

... and phone calls
-- Click2Talk: voice-enabled e-commerce solution using Internet Telephony
-- Click2CallMe: web-based callback service
-- EZSurf (to be launched February 1): The first web shopping portal powered by Internet Telephony
"Millions of customers worldwide have been benefiting from Net2Phone's..."

2/3,K/12 (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05811160 Supplier Number: 50316621 (USE FORMAT 7 FOR FULLTEXT)
Able Solutions announces AbleCommerce 2.6
PR Newswire, p0915LATU045
Sept 15, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 910

... secure credit card processing
* Built-in Payment Options: Visa, MC, AmEx, P.O., Fax-in, call back (customizable)

* Intuitive shopping cart
* Calculates tax automatically
* Unlimited inventory items and inventory tracking

* Six types of customizable shipping...

2/3,K/13 (Item 10 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05802657 Supplier Number: 50294454 (USE FORMAT 7 FOR FULLTEXT)
Bell Atlantic Mobile Brings All-Inclusive Digital Wireless Pricing To Consumers
PR Newswire, p909NYW031
Sept 9, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 1169

... right on-line.

Bell Atlantic Mobile's On-Line Store is an electronic one-stop shopping experience, so there's no waiting for a call back from telemarketing. Orders are processed immediately and shipped that day. Other carriers' on-line stores...

2/3,K/14 (Item 11 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

02164283 Supplier Number: 42814161 (USE FORMAT 7 FOR FULLTEXT)
Milk and vitamin scheme but no rota extension
Chemist & Druggist, p338
March 7, 1992
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Professional Trade
Word Count: 241

... often looked busy on Sundays because people tended to wait for their prescriptions rather than call back after shopping as in the week.

Over 50 per cent of prescriptions were dated before the day...

2/3,K/15 (Item 1 from file: 18)

DIALOG(R)File 18:Gale Group F&S Index(R)
(c) 2006 The Gale Group. All rts. reserv.

01106559 Supplier Number: 40674505
AT&T, MIC set for '900' face-off
Communicationsweek, p9
Feb 6, 1989
ISSN: 0746-8121
Language: English Record Type: Abstract
Document Type: Newsletter; Trade

ABSTRACT:

...US Sprint are both running beta tests currently for 900 services--eg, MCI is the call - back route for the cable TV direct sales service, The Home Shopping News. ...

2/3,K/16 (Item 1 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

13490130 (USE FORMAT 7 OR 9 FOR FULLTEXT)
TheSUBWAY.com Announces Investment Opinion. 1 of 2.
BUSINESS WIRE
October 26, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 820

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... around the same date:

Business to Business Phone to Phone services will feature an auto call back button on major e-commerce shopping cart websites. This service will enable the shopper to receive a person to person phone...

2/3,K/17 (Item 2 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

12311389 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Good News, Kids: Parents Enjoy Back-to-School Shopping; Survey Shows Parents Are Generous and Hip when it Comes to This Annual Ritual
PR NEWSWIRE
August 09, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 968

... percent), a necessity (26 percent) or unpredictable (24 percent).
An additional 16 percent of parents call back -to-school shopping a bonding experience with their child.

2/3,K/18 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

08267303 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Cable Firm to Offer High-Speed Internet Access in Indianapolis Area
Eric B. Schoch
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (INDIANAPOLIS STAR AND NEWS - INDIANA)
November 17, 1999
JOURNAL CODE: KISN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1101

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... No problem. No need for a second phone line. No need to hang up and call back .
Then there's the speed. That shopping site that used to take a minute to load? Now it takes 10 seconds at...

2/3,K/19 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

08264514
Diary
MATTHEW NORMAN
GUARDIAN
November 17, 1999
JOURNAL CODE: FGDN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 636

... House of Lords, he left behind an email to all at Westminster plugging his online shopping service. Impressed with this, I email the Earl instructions to call back , and within three minutes he does. 'Richard Bradford here,' he says. Good. May I call...

2/3,K/20 (Item 1 from file: 133)
DIALOG(R)File 133:S&P's Corp.Descrip.+News
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

00083551

PROFILE

UpSnap, Inc.
134 Jackson Street, Suite 203
P.O. Box 2399
Davidson, NC 28036
USA

TELEPHONE: 919-412-8132

CUSIP: 916741

TICKER SYMBOL: UPSN
PRIMARY STOCK EXCHANGE: BB (OTC Bulletin Board)

EMPLOYEES: 8
SHAREHOLDERS: 91

INCORPORATION YEAR: 2003
INCORPORATION LOCATION: NV

FISCAL YEAR END: 03/05

PRIMARY SIC CODE:
9999 Nonclassifiable establishments

CORPORATE BACKGROUND

...access while merchants pay per call. The company's voIP telephony infrastructure activates a premium call - back service from paid listings advertising. Its Directory Assistance and Comparison Shopping Service offer keyword triggered sponsored listings, creating a pay-per-click version of Yellow Pages...

2/3,K/21 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

13551127 SUPPLIER NUMBER: 75533949 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Is a "mystery shopper" lurking in your waiting room?(medical spies)
Borfitz, Deborah
Medical Economics, 78, 10, 63
May 21, 2001
ISSN: 0025-7206 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2518 LINE COUNT: 00202

... says, they'll leave--perhaps for a more friendly practice just down the street.

Mystery shopping has helped some practices improve patient callback procedures, establish a more confidential sign-in policy, and institute a more professional dress code...

2/3,K/22 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

08152169 SUPPLIER NUMBER: 17452449 (USE FORMAT 7 OR 9 FOR FULL TEXT)
'Mystery shopping' spree isn't the best way to gauge compliance.(Column)
Perkins, Marietta
American Banker, v160, n182, p11(1)
Sep 21, 1995
DOCUMENT TYPE: Column ISSN: 0002-7561 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 840 LINE COUNT: 00074

... are properly focused. There may be much better tools to test regulatory compliance than mystery shopping.

Call - back programs, which the Office of Comptroller of the Currency actively advocated for a while, are much cheaper and tend to be better focused as a testing tool than mystery shopping.

A call - back program for testing customers' perceptions about the sales experience can be equally, if not more...

...written compliance program, including a training program for the sales reps, an audit program, a call back program, and, yes, a focused mystery shopping program.

Ms. Perkins is a senior manager with KPMG Peat Marwick's financial services regulatory...

2/3,K/23 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07850458 SUPPLIER NUMBER: 16904440 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The installation: piece by piece. (personal computers)(includes related article on Dell Computer Corp.)
Quint, Barbara
Searcher, v3, n4, p28(3)
April, 1995
ISSN: 1070-4795 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 2407 LINE COUNT: 00184

... printer, even though my cousin had pointed out, "It's never to early for Christmas shopping."
Two weeks later I still hadn't received a call back from Dell as to what to do with the extra laser printer. Finally Airborne Delivery...

2/3,K/24 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07762285 SUPPLIER NUMBER: 16730068 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Comptroller is planning to simplify disclosure requirements for fund sales.(Comptroller of the Currency, mutual funds)(Brief Article)
Henry, Shannon
American Banker, v160, n56, p17(1)
March 23, 1995
DOCUMENT TYPE: Brief Article ISSN: 0002-7561 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 436 LINE COUNT: 00034

... them," he said.
To ensure customers are getting the right information, banks should run mystery shopping or call - back programs, Mr. Apgar said.
"Examiners can look at either strategy," Mr. Apgar said. "We'll...

2/3,K/25 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06811406 SUPPLIER NUMBER: 14045372 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Europe travel up, but short of predictions; cite economy, lack of cheaper fares.
Spritzer, Dinah A.
Travel Weekly, v52, n54, p1(2)
July 12, 1993
ISSN: 0041-2082 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 622 LINE COUNT: 00047

... same time last year."
DER's phone volume was extraordinarily high, he added.
"People are shopping around, they call and ask for prices then call back and ask for more prices. Sometimes I think we're an information center here," he...

2/3,K/26 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

02977824 SUPPLIER NUMBER: 04535545 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Market segment report: Mexican. (restaurant industry)
Kochak, Jacque White
Restaurant Business, v85, p197(10)
Nov 1, 1986
ISSN: 0097-8043 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 5396 LINE COUNT: 00419

... says Hearne. "We have done a lot of research involving packaging, including blind tastings, mystery shopping, and call - back studies, and we find that Mexican food can be delivered successfully."
INNOVATIVE INDEPENDENTS. Some of...

2/3,K/27 (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

02117747
AT&T, MIC set for '900' face-off

CommunicationsWeek February 6, 1989 p. 9
ISSN: 0746-8121

... US Sprint are both running beta tests currently for 900 services--eg, MCI is the call - back route for the cable TV direct sales service, The Home Shopping News. ...

2/3,K/28 (Item 1 from file: 351)
DIALOG(R)File 351:Derwent WPI
(c) 2006 Thomson Derwent. All rts. reserv.

014239931 **Image available**
WPI Acc No: 2002-060631/200208
Related WPI Acc No: 2001-241866
Electronic payment system using credit granting on the internet and safe electronic commerce method
Patent Assignee: POSTSAFE (POST-N)
Inventor: LEE B H; LEE J M
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date Applicat No Kind Date week
KR 2001070821 A 20010727 KR 200132435 A 20010611 200208 B

Priority Applications (No Type Date): KR 200036270 A 20000628

Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
KR 2001070821 A 1 G06F-017/60

Abstract (Basic):

... is notified of the result. The product which the purchaser(10) wants to return is call - back to the shopping mall(20). The price is refunded to the purchaser(10...

2/3,K/29 (Item 1 from file: 471)
DIALOG(R)File 471:New York Times Fulltext
(c) 2006 The New York Times. All rts. reserv.

04000083 NYT Sequence Number: 035432000501 (USE FORMAT 7 FOR FULLTEXT)
Patents; A patent lawyer wins protection for a product intended to help others win protection for theirs.

Sabra Chartrand
New York Times, Late Edition - Final ED, COL 01, P 2
Monday May 1 2000
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext
SECTION HEADING: SECTC
Word Count: 994

... and his partner, Robert M. Mason, won patent 6,049,811.

For Online Shoppers, A Call - Back Feature
Thousands, and possibly millions, of people went shopping online for Christmas gifts and other holiday gifts last winter, proving the attraction of buying...

2/3,K/30 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2006 ProQuest Info&Learning. All rts. reserv.

05345294
And a very Merry E-mas to all
Goodman, Ellen
Boston Globe, Sec A, p 17, col 3
Dec 24, 1998
ISSN: 0743-1791 NEWSPAPER CODE: BG
DOCUMENT TYPE: Commentary; Newspaper
LANGUAGE: English RECORD TYPE: ABSTRACT
LENGTH: Medium (6-18 col inches)

...ABSTRACT: mall would look like after a neutron bomb hit. All goods, no

Ginger R. DeMille

humans. I am shopping on line. while waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/31 (Item 1 from file: 492)
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz
(c) 2002 Phoenix Newspapers. All rts. reserv.

09856055
NETSHOPPING: CHRISTMAS CAROL OF THE OVERWORKED
Arizona Republic (AR) - Tuesday, December 22, 1998
By: ELLEN GOODMAN, Boston Globe
Edition: Final Chaser Section: Opinions Page: 85
Word Count: 698

TEXT:
... mall would look like after a neutron bomb hit. All goods, no humans. I am shopping online.

while waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/32 (Item 1 from file: 494)
DIALOG(R)File 494:St LouisPost-Dispatch
(c) 2006 St Louis Post-Dispatch. All rts. reserv.

10214131
SHREWSBURY LOOKS OUT FOR ELDERLY AS THE AREA'S HEAT WAVE CONTINUES
St. Louis Post Dispatch (SL) - Monday, August 2, 1999
By: Linda Jarrett
Special To The Post-Dispatch
Edition: FIVE STAR LIFT Section: SOUTH POST Page: 4
Word Count: 242

... help getting one. They also ask the resident whether he or she needs help grocery shopping or picking up prescriptions and whether they would like a call back.

Buss said that although they had not had requests for shopping trips or fans, many residents had called to express appreciation. He added that Shrewsbury had...

2/3,K/33 (Item 2 from file: 494)
DIALOG(R)File 494:St LouisPost-Dispatch
(c) 2006 St Louis Post-Dispatch. All rts. reserv.

06067351
'S WONDERFUL
St. Louis Post Dispatch (SL) - SUNDAY December 8, 1991
By: Story and Photos
By Patricia Corrigan
Of the Post-Dispatch Staff
Edition: LATE FIVE STAR Section: TRAVEL Page: 1T
Word Count: 2,242

... includes information on driving tours, walking tours, points of interest, historical information, accommodations and even shopping tips. If you have questions, call back the provincial office and they will help you plan your trip.

Getting There: You can...

2/3,K/34 (Item 1 from file: 564)
DIALOG(R)File 564:ICC Brit.Co.Ann.Rpts
(c) 2004 ICC Online Inform.Group. All rts. reserv.

10413274
FIRST CHOICE HOLIDAYS PLC - 1999 Annual Report and Accounts
FIRST CHOICE HOUSE

LONDON ROAD
CRAWLEY
WEST SUSSEX
RH10 2GX
TEL: 01293 560777
FX: 01293 588680

Publication Date: 991031
ICC Report Number: 314642, Page 2 of 54
Country Coverage: UNITED KINGDOM

TEXT

...to go on holiday, leave the form with a highly trained Travel Choice consultant then call back once they have finished shopping to get their holiday details

Travel Choice Direct is the direct booking arm of Travel...

2/3,K/35 (Item 1 from file: 608)
DIALOG(R)File 608:KR/T Bus.News.
(c)2006 Knight Ridder/Tribune Bus News. All rts. reserv.

555145 Story Number: 9665 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CONSTRUCTION HINDERS CUSTOMERS AT COLUMBUS, GA., H&R BLOCK ON TAX DAY
Garrison Wells
Columbus Ledger-Enquirer (Georgia)
Apr 16, 1997 03:07 E.T.
DOCUMENT TYPE: Newspaper RECORD TYPE: Fulltext LANGUAGE: English
WORD COUNT: 0459

...TEXT: Pope said.
Shopping center officials in Atlanta referred phone calls to others, who did not call back.
In the midst of a face-lift, the Macon Road shopping center is undergoing parking lot repavement and facade work.
Tuesday, orange and wood barricades lined...

2/3,K/36 (Item 2 from file: 608)
DIALOG(R)File 608:KR/T Bus.News.
(c)2006 Knight Ridder/Tribune Bus News. All rts. reserv.

520472 Story Number: 9693 (USE FORMAT 7 OR 9 FOR FULLTEXT)
THE ORANGE COUNTY REGISTER, CALIF., TECHNOLOGY COLUMN
Elisa Williams
Orange County Register (California)
Nov 12, 1996 08:40 E.T.
DOCUMENT TYPE: Newspaper RECORD TYPE: Fulltext LANGUAGE: English
WORD COUNT: 0846

...TEXT: of companies from which to choose. Just do a search on the key words "international call back" on the Internet, and start comparison shopping.
The number of providers is on the rise because international call back is a booming business.
AGE Net quotes statistics that estimate the industry will generate about...

2/3,K/37 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00276129 20000301DCW010 (USE FORMAT 7 FOR FULLTEXT)
Fatsplash, Inc. Launches E-Business Customer Care Solution at Crm/Ss Expo;
Scalable Web-Based Support Solutions Include State-of-The-Art Technology,
Subject Matter Experts to Up-Sell And Cross-S
PR Newswire
Wednesday, March 1, 2000 10:01 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 526

TEXT:

...web pages to clients' customers, leading to cross-sell and up-sell opportunities and increased shopping cart value. Using Internet Voice Call Back, customers can talk to SplashAgents instantly or request a callback at a time when they...

2/3,K/38 (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00229432 19991209LATH061 (USE FORMAT 7 FOR FULLTEXT)
AbleCommerce announces AbleCommerce 2.9
PR Newswire
Thursday, December 9, 1999 11:30 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,261

...real-time, secure
credit card processing..

- Built-in Payment Options: Visa, MC, AmEx, Fax-in, call back (customizable)..
- Intuitive shopping cart.
- Calculates tax automatically.
- Unlimited inventory items and inventory tracking..
- Six types of customizable shipping...

2/3,K/39 (Item 1 from file: 619)
DIALOG(R)File 619:Asia Intelligence Wire
(c) 2006 Fin. Times Ltd. All rts. reserv.

06480987 JHHBBAASAIW (USE FORMAT 7 FOR FULLTEXT)
ALCHEMY INTRODUCES LATEST PSION PALMTOP
FAUZIAH MUHTAR
COMPUTIMES (Malaysia)
Thursday, August 5, 1999
JOURNAL CODE: CTMA LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 390

TEXT:

...with the new Psion palmtop, users can have access to Java, full web browser, authentication/ call back for security, online shopping and GRIC for global roaming," Cousins told reporters in Petaling Jaya. The palmtop is powered...

2/3,K/40 (Item 1 from file: 625)
DIALOG(R)File 625:American Banker Publications
(c) 2006 American Banker. All rts. reserv.

0182393
Investment Services Profits, Revenues Rise Slightly Last Quarter
Bank Mutual Fund - May 20, 1996; Pg. 4; Vol. 9, No. 20
DOCUMENT TYPE: Newsletter LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 601

TEXT:

...the banks answering Kehrer's survey said they would scale back their use of mystery shopping in favor of post-sale call back. Kehrer released this information at the same time the Federal Deposit Insurance Corp.

released its...

2/3,K/41 (Item 2 from file: 625)
DIALOG(R)File 625:American Banker Publications
(c) 2006 American Banker. All rts. reserv.

0162241

* Comment: Mystery Shopping Spree Isn't the Best Way to Gauge Compliance
American Banker - September 21, 1995; Pg. 11; Vol. 160, No. 182
WORD COUNT: 856

BYLINE:
By MARIETTA PERKINS

TEXT:

...are properly focused.
There may be much better tools to test regulatory compliance than
mystery shopping .
Call - back programs, which the Office of Comptroller of the Currency
actively advocated for a while, are much cheaper and tend to be better
focused as a testing tool than mystery shopping .
A call - back program for testing customers' perceptions about the
sales
experience can be equally, if not more...

...written compliance program,
including a training program for the sales reps, an audit program, a call
- back program, and, yes, a focused mystery shopping program.
Ms. Perkins is a senior manager with KPMG Peat Marwick's financial
services regulatory...

2/3,K/42 (Item 3 from file: 625)
DIALOG(R)File 625:American Banker Publications
(c) 2006 American Banker. All rts. reserv.

0156358

* Comptroller Is Planning to Simplify Disclosure Requirements for Fund
Sales
American Banker - March 23, 1995; Pg. 17; Vol. 160, No. 56
WORD COUNT: 412

BYLINE:
By SHANNON HENRY

TEXT:

...them," he said.
To ensure customers are getting the right information, banks should run
mystery shopping or call - back programs, Mr. Apgar said. "Examiners
can look
at either strategy," Mr. Apgar said. "We'll...

2/3,K/43 (Item 1 from file: 631)
DIALOG(R)File 631:Boston Globe
(c) 2006 Boston Globe. All rts. reserv.

09858056

AND A VERY MERRY E-MAS TO ALL
Boston Globe (BG) - THURSDAY, December 24, 1998
By: Ellen Goodman, Globe Staff
Edition: Third Section: Op-Ed Page Page: A17
Word Count: 767

TEXT:

... mall would look like after a neutron bomb hit. All goods, no humans. I
am shopping on line.

while waiting for a call back from a source in California, I send a
calendar to a niece in France. Click...

2/3,K/44 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0377853 93-28763
First state employment news isn't first rate
Lehren, Andrew W
Philadelphia Business Journal (Philadelphia, PA, US), v11 N47 s2 p58
PUBL DATE: 930125
WORD COUNT: 1,137
DATELINE: DEUS

TEXT:

...month earlier was 5.3 percent. The state got a sharp boost by the Chrysler callback and by seasonal hiring for Christmas holiday shopping

Those new service jobs don't pay as well as the factory positions, a situation...

2/3,K/45 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04718942 Supplier Number: 63302304 (USE FORMAT 7 FOR FULLTEXT)
CTI FINALLY MEETS SOUL MATE.
Electronic Commerce News, v5, n27, pNA
July 10, 2000
Language: English Record Type: Fulltext
Document Type: Newsletter; General
Word Count: 995

... is browsing.
The customer and agent then can have a full dialogue.
"There are no callback numbers. Dynamically, as they are shopping, there is full interaction," Rauchle says.
The trick is for the thin Java set to...

2/3,K/46 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

03981767 Supplier Number: 53045358 (USE FORMAT 7 FOR FULLTEXT)
BELL ATLANTIC MOBILE OFFERS ALL-INCLUSIVE DIGITAL WIRELESS PRICING.
RBOC Update, v9, n10, pNA
Oct 1, 1998
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 965

... right on-line.
Bell Atlantic Mobile's On-Line Store is an electronic one-stop shopping experience, so there's no waiting for a call back from telemarketing. Orders are processed immediately and shipped that day. Other carriers' on-line stores...

2/3,K/47 (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

03125964 Supplier Number: 46395430 (USE FORMAT 7 FOR FULLTEXT)
Investment Services Profits, Revenues Rise Slightly Last Quarter
Bank Mutual Fund Report, v9, n201, pN/A
May 20, 1996
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade

Word Count: 600

... the banks answering Kehrer's survey said they would scale back their use of mystery shopping in favor of post-sale call back. Kehrer released this information at the same time the Federal Deposit Insurance Corp. released its...

2/3,K/48 (Item 1 from file: 637)
DIALOG(R)File 637:Journal of Commerce
(c) 2006 Commonwealth Bus. Media. All rts. reserv.

LETTERS
JOURNAL OF COMMERCE (JC) - June 08, 1998
Edition: Five Star Section: EP Page: 4A
Word Count: 536

...message was left. Twice. There was no reply.

* "I received your message. I did not call back because I thought you were rate shopping." In addition, there were a number of cases of calls not being returned at all...

2/3,K/49 (Item 1 from file: 638)
DIALOG(R)File 638:Newsday/New York Newsday
(c) 2006 Newsday Inc. All rts. reserv.

07222136
INSIDE NEW YORK
Newsday (ND) - Tuesday August 10, 1993
By: Pat Wechsler and Scott Ladd
Edition: CITY Section: NEWS Page: 13
Word Count: 1,032

TEXT:
... the unmarried, but Trump's people referred us to Marla's people, who didn't call back. Out shopping for Spandex, no doubt.

2/3,K/50 (Item 1 from file: 645)
DIALOG(R)File 645:Contra Costa Papers
(c) 2006 Contra Costa Newspapers. All rts. reserv.

09858067 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Syndicated Columnist; HAVE A MERRY E-MAIL CHRISTMAS.COM
Ellen Goodman
CONTRA COSTA TIMES, Final ED, P A13
Thursday, December 24, 1998
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT SECTION HEADING: Opinion
Word Count: 760

TEXT:
...mall would look like after a neutron bomb hit. All goods, no humans. I am shopping online.

While waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/51 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 2006 CMP Media, LLC. All rts. reserv.

00584585 CMP ACCESSION NUMBER: BTN19910422S1288
Cold Calls Lead To Cold Responses
NICHOLAS L. DiPONZIO
BUSINESS AND TRAVEL NEWS, 1991, n 202, A17
PUBLICATION DATE: 910422
JOURNAL CODE: BTN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Observer

WORD COUNT: 445

... each and every salesperson has commented, in disbelief, on how hotels are so slow to call back . So now they're on our side of the desk, shopping space, and they're getting nervous that they can't conclude their projects before the...

2/3,K/52 (Item 1 from file: 704)
DIALOG(R)File 704:(Portland)The Oregonian
(c) 2006 The Oregonian. All rts. reserv.

09858009
ON-LINE SHOPPING TAKES FUN OUT OF HOLIDAY
Oregonian (PO) - Thursday, December 24, 1998
By: ELLEN GOODMAN
Edition: SUNRISE Section: EDITORIAL Page: B07
Word Count: 786

TEXT:
... mall would look like after a neutron bomb hit. All goods, no humans. I am shopping online.

while waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/53 (Item 1 from file: 706)
DIALOG(R)File 706:(New Orleans)Times Picayune
(c) 2006 Times Picayune. All rts. reserv.

09858051
JOURNEY INTO ONLINE SHOPPING
New Orleans Times Picayune (NO) - Thursday, December 24, 1998
By: Ellen Goodman Syndicate columnist
Edition: ORLEANS Section: METRO Page: B7
Word Count: 767

TEXT:
... mall would look like after a neutron bomb hit. All goods, no humans. I am shopping online.

while waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/54 (Item 1 from file: 707)
DIALOG(R)File 707:The Seattle Times
(c) 2006 Seattle Times. All rts. reserv.

09858002
WHY THIS E-MAS SEASON DOESN'T QUITE CLICK WITH ME
Seattle Times (SE) - Thursday December 24, 1998
By: ELLEN GOODMAN; THE BOSTON GLOBE NEWSPAPER COMPANY
Edition: FINAL Section: EDITORIAL Page: B4
Word Count: 775

TEXT:
... mall would look like after a neutron bomb hit. All goods, no humans. I am shopping online.

while waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/55 (Item 1 from file: 712)
DIALOG(R)File 712:Palm Beach Post
(c) 2006 Palm Beach Newspapers Inc. All rts. reserv.

09196074
RUFF GETS SABRES CALL BACK ; MESSIER SHOPPING AROUND
Palm Beach Post (PB) - Tuesday, July 15, 1997

Ginger R. DeMille

By: BRIAN BIGGANE Palm Beach Post Staff Writer
Edition: FINAL Section: SPORTS Page: 2C
Word Count: 449

RUFF GETS SABRES CALL BACK ; MESSIER SHOPPING AROUND

2/3,K/56 (Item 1 from file: 718)
DIALOG(R)File 718:Pittsburgh Post-Gazette
(c) 2006 PG Publishing. All rts. reserv.

09856120
SHOP TILL YOU CRASH BUYING GIFTS IN A MARKET WITHOUT THE PLACE
Pittsburgh Post-Gazette (PT) - Tuesday, December 22, 1998
By: ELLEN GOODMAN
Edition: SOONER Section: EDITORIAL Page: A-31
Word Count: 662

TEXT:
... mall would look like after a neutron bomb hit. All goods, no humans. I
am shopping online.

while waiting for a call back from a source in California, I send a
calendar to a niece in France. Click...

2/3,K/57 (Item 1 from file: 722)
DIALOG(R)File 722:Cincinnati/Kentucky Post
(c) 2006 The Cincinnati Post. All rts. reserv.

09856064
E-GIFTS: NO MARKET, NO PLACE, NO PEOPLE
CINCINNATI POST (CP) - Tuesday, December 22, 1998
By: Ellen Goodman
Edition: FINAL Section: NEWS Page: 23A
Word Count: 788

TEXT:
... mall would look like after a neutron bomb hit. All goods, no humans. I
am shopping online.

while waiting for a call back from a source in California, I send a
calendar to a niece in France. Click...

2/3,K/58 (Item 1 from file: 727)
DIALOG(R)File 727:Canadian Newspapers
(c) 2006 Southam Inc. All rts. reserv.

07078368 (USE FORMAT 7 FOR FULLTEXT)
Volunteer work builds job skills and confidence
Melissa Arriola
Kitchener-Waterloo Record, Final ED, P 15
April 24, 1999
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
SECTION HEADING: DIVERSIONS
Word Count: 734

(USE FORMAT 7 FOR FULLTEXT)

TEXT:
"Hi, is Trish there? She's at work? OK, I'll call back
later."

"Hello, Mike? You're going shopping ? No, I can't -- no cash. OK,
talk to you later." "Hey Mare, you wanna..."

2/3,K/59 (Item 2 from file: 727)
DIALOG(R)File 727:Canadian Newspapers
(c) 2006 Southam Inc. All rts. reserv.

Ginger R. DeMille

06700423 (USE FORMAT 7 FOR FULLTEXT)
Insurance 'skimmers' will end up losing
Dave Brown
Ottawa Citizen, FINAL ED, P C1 / Front
September 15, 1998
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
SECTION HEADING: City
Word Count: 647

...speak to the company's ombudsman, they were told somebody would call them back. No callback was made. Meanwhile, they were shopping for a new insurer. They found one, Trafalgar, and are back to the \$850 range...

2/3,K/60 (Item 3 from file: 727)
DIALOG(R)File 727:Canadian Newspapers
(c) 2006 Southam Inc. All rts. reserv.

05422527 (USE FORMAT 7 FOR FULLTEXT)
UPDATE
Vancouver Province, Final ED, P A32
July 05, 1996
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
SECTION HEADING: Money
Word Count: 203

...enlightenment from the recorded message, which says: "If you have not received your cheque, please call back starting July 22."

SUNDAY

New technology and shopping habits are 'dinosauring' the traditional retail distribution system. In Sunday Money, Tony Wanless looks at...

2/3,K/61 (Item 4 from file: 727)
DIALOG(R)File 727:Canadian Newspapers
(c) 2006 Southam Inc. All rts. reserv.

01884895 (USE FORMAT 7 FOR FULLTEXT)
St. John's From whale-watching to fine restaurants, Newfoundland's capital has it all
Patricia Corrigan
Ottawa Citizen, Final ED, P L1Travel
April 11, 1992
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
SECTION HEADING: Travel
Word Count: 1841

...includes information on driving tours, walking tours, points of interest, historical information, accommodations and even shopping tips. If you have questions, call back the provincial office and they will help you plan your trip.

What to Bring: Your...

2/3,K/62 (Item 1 from file: 733)
DIALOG(R)File 733:The Buffalo News
(c) 2006 Buffalo News. All rts. reserv.

09857030
AN IMPERSONAL CHRISTMAS IN THE NET MALL
Buffalo News (BN) - Wednesday, December 23, 1998
By: ELLEN GOODMAN - Boston Globe Newspaper Co.
Edition: CITY Section: VIEWPOINTS Page: B2
Word Count: 741

TEXT:

... mall would look like after a neutron bomb hit. All goods, no humans. I am shopping online.

while waiting for a call back from a source in California, I send a calendar to a niece in France. Click...

2/3,K/63 (Item 1 from file: 761)
DIALOG(R)File 761:Datamonitor Market Res.
(c) 2006 Datamonitor. All rts. reserv.

00107776

OPPORTUNITIES: 4.2 LARGER CALL CENTERS IN REMOTE SHOPPING AND TECHNOLOGY ARE THE TRAILBLAZERS

Main Title: WEB INTEGRATED CALL CENTERS IN THE US

Pub. Date: January 10, 2001

Source: DATAMONITOR

Telephone: +44 20 7675 7000

Word Count: 1099 (2 pp.)

Language: English

Country: UNITED STATES

Industry: TELECOMMUNICATIONS

Company Names (DIALOG Generated): Call Centers ; Entertainment ; Investment & Securities ; North American Call Center Markets ; Other Financial ; Retail Banking ; Technology Led ; Telecom ; Travel & Tourism ; TCall Centers ; Vertical Market Combination E Mail web VOIP web Co ; Vertical Markets ; Web Enabled Call Centers Came From Call Centers

...Position) Terms, 1998

Vertical Market	Combination	E-Mail	web	VOIP	Web
Co- TOTAL	callback		Chat	Browsing	
of web-Enabled Features					
Remote shopping	40.0%	36.5%	10.0%	0.5%	10.0%
3.0% 100.0%					

Technology...Agent Positions, 1998

Vertical Market	Combination	E-Mail	web	VOIP	Web
Co- TOTAL	callback		Chat	Browsing	
of web-Enabled Features					
Remote shopping	28,836	26,313	7,209		360
7,209 2,163	72,090				
Technology	8...				

2/3,K/64 (Item 1 from file: 781)
DIALOG(R)File 781:ProQuest Newsstand
(c) 2006 ProQuest Info&Learning. All rts. reserv.

05801371 DTEL199910120008EA76 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Letter to the Editor: Police pettiness over the gun cabinet

Daily Telegraph London, P 27

Tuesday, October 5, 1999

DOCUMENT TYPE: Newspaper, Large LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

Word Count: 287

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...labelling them "gun cupboard".

I said to the officers that if they would care to call back when she returned from shopping, I would ask her which were the new cabinet's keys, and immediately show the...

2/3,K/65 (Item 2 from file: 781)

Ginger R. DeMille

DIALOG(R)File 781:ProQuest Newsstand
(c) 2006 ProQuest Info&Learning. All rts. reserv.

04464690 GRN83580142 (USE FORMAT 7 OR 9 FOR FULLTEXT)
WE HAVE RETREATED FROM THE IMPERSONAL MALL TO THE LONELY SHOPPING.COM /
MERRY - CLICK! - CHRISTMAS.

Boston Globe

Greensboro News & Record

Thursday, December 24, 1998

DOCUMENT TYPE: Newspaper, Medium LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

Word Count: 738

TEXT:

...mall

would look like after a neutron bomb hit. All goods, no humans. I
am shopping online.

while waiting for a call back from a source in California, I send
a calendar to a niece in France. Click...
?

? show files;ds

File 47:Gale Group Magazine DB(TM) 1959-2006/Apr 18
(c) 2006 The Gale group

Set	Items	Description
S1	14078	(CALL OR CALLS OR CALLING OR DIALING)(5N)(SYSTEM OR SERVICE OR STORE OR SHOP OR MALL OR ESTABLISHMENT OR SERVER)
S2	81046	PASSWORD OR (PASS OR SECRET OR AUTHENTICAT? OR TEMPORARY)(-)(WORD OR CODE) OR PASSCODE OR CODE
S3	2396	(CALL OR CALLING OR CALLS OR DIAL?)(BACK OR CALLBACK OR DIALBACK OR (RECEIV? OR MAKE? OR MAKING OR MADE)(2N)(RETURN OR RESPONSE)(CALL OR BACK)
S4	3106	(HANG?)(UP OR HANGUP OR PUT?)(DOWN OR TERMINAT? OR END? ?)-(3N)(RECEIVER? OR PHONE OR CALL)
S5	113	(USER OR CUSTOMER OR CALLER OR INDIVIDUAL OR SHOPPER OR BUYER OR CONSUMER OR CLIENT)(6N)S4
S6	5294	(CREAT? OR SELECT? OR CHOOS? OR GENERAT? OR INPUT?)(3N)S2
S7	25	S1 AND (S2 OR S6) AND S3 AND (S4 OR S5)
S8	63	S2 AND S3 AND S4
S9	38	S8 NOT S7
S10	3	S1(30N)(S2 OR S6)(30N)S3(30N)(S4 OR S5)
S11	15	S2(30N)S3(30N)S4
S12	16	S10:S11
S13	63	S7:S12
S14	60	S13 NOT PY>2001
S15	60	RD (unique items)

? show files;ds

File 47:Gale Group Magazine DB(TM) 1959-2006/Apr 18
(c) 2006 The Gale group

Set	Items	Description
S1	14078	(CALL OR CALLS OR CALLING OR DIALING)(5N)(SYSTEM OR SERVICE OR STORE OR SHOP OR MALL OR ESTABLISHMENT OR SERVER)
S2	81046	PASSWORD OR (PASS OR SECRET OR AUTHENTICAT? OR TEMPORARY)(-)(WORD OR CODE) OR PASSCODE OR CODE
S3	2396	(CALL OR CALLING OR CALLS OR DIAL?)(BACK OR CALLBACK OR DIALBACK OR (RECEIV? OR MAKE? OR MAKING OR MADE)(2N)(RETURN OR RESPONSE)(CALL OR BACK)
S4	3106	(HANG?)(UP OR HANGUP OR PUT?)(DOWN OR TERMINAT? OR END? ?)-(3N)(RECEIVER? OR PHONE OR CALL)
S5	113	(USER OR CUSTOMER OR CALLER OR INDIVIDUAL OR SHOPPER OR BUYER OR CONSUMER OR CLIENT)(6N)S4
S6	5294	(CREAT? OR SELECT? OR CHOOS? OR GENERAT? OR INPUT?)(3N)S2
S7	25	S1 AND (S2 OR S6) AND S3 AND (S4 OR S5)
S8	63	S2 AND S3 AND S4
S9	38	S8 NOT S7
S10	3	S1(30N)(S2 OR S6)(30N)S3(30N)(S4 OR S5)
S11	15	S2(30N)S3(30N)S4
S12	16	S10:S11
S13	63	S7:S12
S14	60	S13 NOT PY>2001
S15	60	RD (unique items)

? t15/3,k/all

15/3,k/1

DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

05858893 SUPPLIER NUMBER: 63502574 (USE FORMAT 7 OR 9 FOR FULL TEXT)
remote access software.(Traveling Software'sLapLink Professional,
CrossTec's NetOp 6.0, Symantec's pcAnywhere32 8.0 and Netopia's Timbuktu
Pro32 remote access software)(Software Review)(Evaluation)

SOMERS, ASA

Home Office Computing, 17, 5, 87

May, 1999

DOCUMENT TYPE: Evaluation ISSN: 0899-7373 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3381 LINE COUNT: 00298

... lets you access a remote system before windows 95/98 is fully loaded, enter a password at the command prompt, and gain access to the system and any network drives. Unlike...for fine-tuning your programs'

behavior and appearance. Security features, in addition to the usual callback and screen-blanking options, include host keyboard and mouse locking and an unusual--even scary...

...mode" that lets a network administrator access a host machine without your knowledge. NetOp's password protection, user-authentication schemes, and audit trail features should make it a top corporate choice...

...when it came to showing what was happening on the system connected to the other end of our phone line. By contrast, pcAnywhere32 allowed us to move windows and icons, load programs, and create...

...user manual. We eventually got a reliable and relatively speedy Internet-based connection and a callback session running, but we take full credit for achieving these milestones without the help of...system.

Timbuktu provides a number of security and configuration settings, such as screen blanking and password protection, but these aren't at the same level as its competitors'. On the positive...

15/3,K/2

DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

05513717 SUPPLIER NUMBER: 57800482 (USE FORMAT 7 OR 9 FOR FULL TEXT)
INTEGRATED LIBRARY SYSTEM SOFTWARE FOR SMALLER LIBRARIES.

Beiser, Karl A.
Library Technology Reports, 35, 4, 365
July, 1999

ISSN: 0024-2586 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 82294 LINE COUNT: 06591

... vendors would like to be considered by the smaller and the larger libraries at either ends of the bell curve centered on their current customer base. Yet, at the same time...in this report, plus additional effort on the part of those involved in the system selection process, it is possible to create a product ratings system that is meaningful to your

...a	856 embedded web links	x	x	x
	Non-856 Embedded web links			
	Administrative			
	Single- password security			
	Multi-level password security	x	x	x
	Create new report formats		x	x
	Can specify selection criteria for...			
...a	856 embedded web links		x	
	Non-856 Embedded web links	x		x
	Administrative			
	Single- password security			
	Multi-level password security	x	x	x
	Create new report formats	x		x
	Can specify selection criteria for...			
...opac server	856 embedded web links		x	
	Non-856 Embedded web links		x	
	Administrative			
	Single- password security			
	Multi-level password security	x	x	
	Create new report formats	x	x	

Can specify selection
criteria for reports

	x	x
	Sagebrush	Winnebago...

...a a
856 embedded web links
Non-856 Embedded web
links

x	x
---	---

Administrative

Single- password security
Multi-level password security
Create new report formats
Can specify selection

x	x
---	---

4. Repeat step 3...technical user to specify barcode symbology or automatically insert characters before or after the scanned code and a variety of other arcane parameters.

If you are using a PC rather than...site web OPAC publishing for a fee. Library Corporation has NetPAC. Auto-Graphics offers the service. A number of smaller and potentially less expensive vendors have gotten into the market recently...settings when delivered. Consider Spectrum and Athena. Spectrum is set by default to require a password to enter every functional area. Athena starts out not asking for any passwords at all...

...295/yr thereafter for network version, including update disk and toll-free phone support. Guaranteed call back within two hours. Modern support through using PCAnywhere remote control software (library pays initial cost...will find this powerful feature of interest.

Security

Worker Records contains the login name and password of each staff member using the system and the list of Permissions associated with that...a subject heading (Figure 15).

(Figures 14-15 ILLUSTRATION OMITTED)

The OPAC module has a password -protected administrative mode from which its behavior and appearance may be modified. Control of printing...by fax at (408) 882-0608 or through e-mail at: custserv@caspr.com. Minor code updates are sent whenever required. Major feature updates are sent about twice a year. Updates...a record brings up a tabbed patron record editing screen. Typical contact information, supplemented by Code, Dept, Organization and Patron Type, is entered in the first of three pages of the...and LC classification range; Top Patrons, identifying the heaviest library users; and Top Patrons by Code, which does the same without including patron name. In all cases, the user may send...back into the program after security has been enabled, the user is prompted for a password. If Allow Guest Access was also specified, the user sees a Guest Access check box. Staff users will enter an ID and password and have access to the full program, subject only to the security permissions they have...a record brings up a tabbed patron record editing screen. Typical contact information, supplemented by Code, Dept, Organization and Patron Type, is entered in the first of three pages of the...and LC classification range; Top Patrons, identifying the heaviest library users; and Top Patrons by Code, which does the same without including patron name. In all cases, the user may send...

...back into the program after security has been enabled, the user is prompted for a password. If Allow Guest Access was also specified, the user sees a Guest Access check box. Staff users will enter an ID and password and have access to the full program, subject only to the security permissions they have...the system. The system administrator may create as many or as few logon name and password pairs as desired, each associated with one of the nine user groups. Some libraries may wish to give every staff member an individual ID and password, with a group assignment corresponding to that person's duties within the library. Others may...

...common ID to everyone who performs a particular set of functions, essentially one ID and password for each user group. Still other sites may find reason to utilize only one or...one to set up a workstation capable of only the most limited of circulation functions. Password security must be set, of course, to prevent users from gaining access to

other system...Reservation Comment Text and Patron Status Text. Also controlled from here: whether an ID and password are required for access, whether web users will be able to place reservations or holds...through the catalog, a wide selection of barcode processing settings, and passwords.

Circ/Cat Plus password settings are fewer and less granular than those of many other systems. Passwords may be...

...Inventory, Patron Maintenance, Reports, Site Setup and Utilities. There is no support for a master password that can be used in place of individual passwords.

The remainder of the System Setup...wishes to quickly correct a patron's record. An Edit button protected with an optional password might make life easier in such circumstances. The workaround is to fire up the Patron...initiating the installation through the Run command on the Windows Start Menu. A separate alphanumeric password is necessary for each component, i.e., single-user installers will have a different password than multi-user installers. Once begun, the install proceeds in a manner typical of Windows...large number of configurable settings. Import, Export and switching to the OPAC via the Change Password Level option also begin from the File menu item.

(Figure 1 ILLUSTRATION OMITTED)

Two principles...the response time experienced by a single user during a peak usage period.

Security

A password screen greets the user immediately after launching L4U. One selects a user category from a...

...list (Administrator, Librarian, Library Patron, Patron and Upgrade are the choices), enters the case-sensitive password noted in the installation documentation, and clicks the OK button. Instead of moving directly into...

...program, however, the user is given a second dialog box and asked to enter a password once more. Here's the tricky part. If one enters the password --the same one as before--one ends up in the administrative mode. If one instead ignores the password request and hits enter or clicks the OK button, one ends up in the OPAC...

...Change Password command from the menu bar. Starting from the OPAC and entering an administrative password moves one into administrative mode. starting from administrative mode, bringing up the prompt for a password and then hitting enter moves in the other direction. While awkward, this approach works fine once one understands that an L4U password alone serves the role of the combination of ID and password in most other products.

So how does one manage user groups, passwords and the rights...

...may click on the MARC/Advanced tab, then the Modify Passwords button. From here a password may indeed be altered for each of the user categories displayed when one enters the...

...manual warns, in boldface type: "Do not change any fields or settings other than your password. If you change other fields, you may damage the L4U program." Strong stuff. Yet, the...

... Password allow password creation and editing, respectively, at a much more useful level. Figure 3 shows the myriad of permissions that may be set in association with any password. The choices are sufficiently granular and the permutations sufficiently numerous to allow for specification of...

...desk.

(Figure 3 ILLUSTRATION OMITTED)

How this relates to the user categories and the initial password assigned to the system is not immediately clear. When viewed through Modify ...

... Password, the rights and permissions of that password are exposed to change every bit as fully as those associated with a newly minted password. Nowhere is there an evident connection between this password and Group 1, Group 2 and Conversion.

Reports

The Reports menu bar option supports bibliographic...From it renewals, fines and due dates may be managed. Users with a default

circulation password , typically a student, may quickly and easily be given access to some circulation functions, but...functions and capabilities of the module. Every staff user may be given an ID and password that is associated with permission to use specific modules (Figure 2). One may issue separate...

15/3,K/3

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05501613 SUPPLIER NUMBER: 58408429 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Incommunicado Abroad.(poor quality of international telephone service and use of electronic communication)(Brief Article)

Manes, Stephen

Forbes, 186

Jan 10, 2000

DOCUMENT TYPE: Brief Article ISSN: 0015-6914 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 647 LINE COUNT: 00053

... If you use a local provider for Net access, good luck connecting from abroad without calling back home. with an America Online local number, one brief Australian intrastate call ends up costing me \$20--not counting the AOL foreign-number surcharge. Dialing transpacific would have...

...public computers. The one that works is occupied by a Swiss guy who remembers his password and mail server address but has forgotten his user name. He is trying various permutations...

15/3,K/4

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05407731 SUPPLIER NUMBER: 55283447 (USE FORMAT 7 OR 9 FOR FULL TEXT)
INTEGRATED LIBRARY SYSTEM SOFTWARE FOR SMALLER LIBRARIES.(Software Review)(Evaluation)

Beiser, Karl A.

Library Technology Reports, 35, 2, 119

March, 1999

DOCUMENT TYPE: Evaluation ISSN: 0024-2586 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 48241 LINE COUNT: 03882

... on a closed web site, one to which only existing customers with an ID and password have access. Try to get a prepurchase look around. Some vendors will resist allowing this...

...phone support toll-free? If not, and if the vendor does not maintain a reliable callback policy, hanging on hold while the long distance clock is ticking could quickly add to...will require TCP/IP.

SUPPORT POLICIES

With respect to support, Comstow states, "we divide customer calls into two general categories, hotline (system or functions are broken and I can't use it anymore) or customer support (I...of Record Update.

Security

The BiblioTech Pro package as provided for evaluation does not support password control of access to the system as a whole, or to its components. There was...with the system... These are written in the Progress Report Builder and delivered with source code so that our customers can customize the formats. Another Progress utility called Results lets users...The call number from 852h came through fine in my sample file, but the bar code number in 852p was ignored. Notwithstanding that checkout and check-in function with the user alphanumeric characters

21-30. Subject Headings - 48 uppercase alphanumeric characters

31. Rate Code - 1 alpha character

32. Bar Code - 15 uppercase alphanumeric characters

while PCCC: win is fairly barebones in a number of respects...

...or check in the item.

(Figure 8 ILLUSTRATION OMITTED)

Next one enters either a bar code number or an accession number. PCCC: win assumes that any number longer than six characters is a bar code number, and any designation shorter than seven is an accession number. The system displays the...

...data and circulating materials. Since security for the entire system is dependent on a single password, however, there is no good way to keep catalog users from exploring administrative functions if...may be used as the source for a record's "Catalogue ID," i.e., bar code number. If this option is unchecked, the system will automatically generate a unique sequential control...this will be incorrect for a large number of items. The same goes for language code, modification code, audience code, form of item code, government type, fiction code and biography code. Real values are needed in these segments of the 008. Far better than inserting values...

...adjustments. If configured to do so, the system will automatically assign the next available bar code number to the item. If one is certain that the new title is not already...key several times faster than one can describe the process. If the user specifies bar code mode in place of the default keyboard mode, the same validation will be done, but...

...Item Usage Report one may specify whether the list is in call number or bar code order, and whether it should go to the printer, the screen or a disk file...in unattended circumstances where one would not wish to have staff functions on view, notwithstanding password security measures. It should be noted, however, that GoPAC is not simply an OPAC interface...All U.S. customers receive 45 days of free support (up to 1 hour of phone support). At the end of 45 days, the firm offers several support plan options.

Free support aids include a...multiple staff members, a separate public access catalog, and a circulation system that utilizes bar code labels. The files used in this instance would be the Catalog textbase together with Supplier...Cost: Number (strict, trail), Term Special Filing: do not file word by word

55. Bar Code : Text, Term Special Filing: file numbers alphabetically Validation: unique

56. LC Card: Text, Term Special...

...for textbase behavior, shown in Figure 6. The Passwords button allows entry of a master password for the textbase and additional passwords with which to define access rights (full access, read-only or hidden) for each field. A "silent password" setting is also allowed, whereby the textbase may be opened without entry of a password, but access to individual fields is controlled by settings for full access, read-only or...Text, Term Special Filing: do not ignore leading articles, file numbers alphabetically

6. E-mail: Code, Term

7. Address: Text, Term & Word

8. City: Text, Term & word Validation: single-only

9...

...Number: Automatic Number (next avail=2, increm=1), Term

2. Item Loaned: Link (to 'Bar Code' in textbase 'CATALOG'), Term Special Filing: file numbers alphabetically Validation: single-only

3. Borrower: Link...

...Figure 9 shows the lending form. One scans in or otherwise enters the item bar code. The title and the loan policy associated with it appear as confirmation. Pressing F3 while...

...select Process Return from the Information Professional Menu. The Lending-Return form appears. The bar code is scanned and the matching loan transaction is displayed. Pressing F2, clicking the Edit Record...

...current date with a single keystroke. Multiple items can be returned by scanning multiple bar code numbers, then selecting Records...or 132 characters wide and, as necessary, a command line and a start-and-stop code for controlling that printer.

Codes is an unassuming interface to the control of a myriad...

...modify the choices appearing in drop-down lists for such things as

patron type, priority `code`, order type, loan `code`, fine type and many more. The definitions maintained here are used in all other KLAS...

...Circulation Control and Patron Services are not covered, except insofar as a user name and `password` prevent access to the KLAS desktop and thus preclude launching either of those modules.

Moreover...also provided for optional entry of information about the patron's handicaps, program affiliation, loan `code` /loan period, and name of another person ultimately responsible for the loan.

Version 6.2 of the Patron module lists Block Maintenance, Reports, Area `Code` Change and Batch Functions under the Functions pulldown. Unfortunately, all of those options are grayed...

...Blocks, Fees/Fines, Holds and Has-Now. Check-Out requires entry of a patron bar `code` number. Circulation staff may also look up the borrower by patron ID, bar `code` or surname. In addition, a surname browse approach is supported. Next, the staff member scans or otherwise enters an item bar `code` followed by a carriage return. The system confirms the identity of the item and adds...

...not enter a borrower ID at the top of the screen. As each item bar `code` is entered, the borrower's name appears automatically.

The Functions pulldown menu contains selections for...important functions of setting user rights and permissions, defining users and user groups and specifying `code` values.

CONCLUSIONS

This is clearly, and in conformance with the vendor's own statements, a...otherwise modifying the database; and configuration of the system including assignment of passwords. From the `password` window the system administrator may temporarily turn off `password` protection on the circulation functions or on all functions, then later with a single mouse ...in one's choice of sort order, from among author, title, subject, call number, bar `code` number and date entered into the database.

The final search option, Search Unindexed Field option...of the screen in any of several formats: list, bibliography, display, label, MARC, or bar `code`.

(Figure 12 ILLUSTRATION OMITTED)

Note that, although I did a subject search, it is titles...pane and modify it in the righthand pane. Though far from pretty, the HTML source `code` for the basic keyword search form (Figure 1), like any other HTML screen one might...View Holdings `Code` List to select a valid holding `code`, and the Edit...

...rules are defined that govern the particular patron type with respect to the particular holdings `code`. Consider that if there are only four patron types and 20 holdings codes there could...must be set up prior to the other two modules. Purchased software carries a key `code` which the user enters during installation. Without a `code`, the software is installed in a time-limited demonstration mode.

Unlike most systems, this one...be held for pickup.

Buttons within the Information Editor also lead to Fine Rate Specification, `Password` Selection and choice of Library versions. One may select manual fine calculation whereby Auto Librarian ignores...

...or Sunday from the automatic calculation of fines. No provision is made for ignoring holidays.

`Password` security consists of a single `password` controlling access to all `password`-protected portions of the program and a series of check boxes that control whether the `password` is needed to gain access to each of the specified functions: add borrowers, edit borrower...

...work in the Utilities area, work in the Report area, print reports or show the `password` at startup.

Auto Librarian has multiple personalities hidden within it. One may change a variety...

...on the Setup tab (Figure 2) are the key words Build button and the Bar `Code` Generator button. The indexes used in keyword searching are not built automatically. After records are imported...

...run to adjust the keyword search capability to the changes in the database. The Bar `Code` Generator produces `Code` 39 labels (Avery 5160 laser label dimensions: 1" x 2-5/8", 30/page) on...incorrect number. If one

is entering data from the keyboard rather than using a bar code scanner, it is important to hit enter rather than simply tabbing down through the form...

...section of the circulation form behaves in a similar fashion. One may enter a bar code number and hit enter to display a confirming title, or one may use a Search...

...library and the conscientiousness of its staff. Editing can, however, be turned off from the password protection area, precluding access from checkout or elsewhere.

The Due Dates section of the Check...

...has been finished and before another one begins.

The Check In section requires a bar code number followed by a carriage return. If the item exists and is in circulation, the...date as well as rotary cards, mailing labels by name and mailing labels by zip code. A final option allows for generation of a custom letter, its text defined elsewhere in...order to modify it. In such a situation one would likely require use of a password for editing in order to keep the public out of the administrative side of the...

...is presented and made searchable by Title, Author, Callnumber, Subject or Booknum (i.e., bar code number). The Sorted By setting also determines which data elements are presented on the list...screen (Figure 1) one may click on the Begin button to enter the system password and gain access to all system features, or the Minimenu button to bring up a simplified...

...closes the entire program, while TLC returns to the main menu.

Security

A single password controls access to all TLC staff functions. The default password may be changed from the File menu on the system menu bar. Although the Minimenu can...and is more secure to create two icons-one for staff access, which is password-protected, and the other for Minimenu access, which precludes access to any staff functions. This can...

...One also indicates the field and subfield from which to take classification number, bar code number, location and price, and whether the incoming file contains a (distinctly non-MARC) carriage return...

...operations (deletion of malformed records, deletion of duplicates and production of book and bar code labels).

(Figure 4 ILLUSTRATION OMITTED)

In adding a new record, one has a choice of eight...

...entry fields. Among the labels that can be produced from within Update are bar code and spine labels on a Laserjet printer.

Authority

TLC does not have a formal authority control...	Second author name	
Author3	Text	Third author name
Author4	Text	Fourth author name
Bar code	Text	Unique values only
Book Authors	Text	For chapters
Book Title	Text	For chapters
Borrow Days...		

...the Borrow button, then entering the ID number of a borrower and the bar code of an item in the collection (Figure 8). A look-up is done automatically on each...

...They are to be used in a situation where there is a unique bar code for every item in the collection. Libraries that do not use bar codes must instead depend...appropriate stem value, e.g., "63" for agriculture in the world of Dewey. Bar code groups could be created in the same way. Searches on record date, the date an item was added to the...

...be sorted by author, title, date added to the catalog, classification number or bar code. Notably absent: an option to create a list of materials organized by subject term.

Minimenu

The...

...the appropriate fields with the library information. On the lending

screen, entering the bar code number of the item similarly fills in the bibliographic details based on the catalog database. Reports...

15/3,K/5

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05232105 SUPPLIER NUMBER: 21074351 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Unlimited access. (includes related article on finding an ISP)(Guide to
finding internet service providers) (Internet/Web/Online Service
Information)

Lake, Matt

Home Office Computing, v16, n8, p66(8)

August, 1998

ISSN: 0899-7373

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4482

LINE COUNT: 00342

... fixing problems on its web site? Is there a toll-free support number? Is the service on call around the clock? Anyone who endured AOL's 1996-97 meltdown will tell you that...secret for avoiding poor support: "If the person on the other line isn't helpful, hang up and call back ." Conversely, if the tech support agent knows her stuff, get her name and seek her...revenue through ad sales rather than user fees--and most store your messages on a password -protected web site. Though these services do require a little legwork, it's often minimal...

15/3,K/6

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05127176 SUPPLIER NUMBER: 20182351 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Prophets and losses: the futures market for phone psychics. (proliferation
of telephone-based fortune-telling)

Glass, Stephen

Harper's Magazine, v296, n1773, p69(10)

Feb, 1998

ISSN: 0017-789X

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 8370

LINE COUNT: 00595

... company that they were unaware of the pricing plan or that they did not fully hang up their phone . To get around the limit, many customers will call back as soon as they are disconnected.

My favorite caller of the night is Erik. Born...

...s why I called you."

I ponder the possibilities, but the obvious one--theft--will end the call once I advise him to call the police. Instead I say: "The cards are telling...severe handicap.

Finally the golden rule to being a phone psychic: never let a conversation end . On the phone , there is always a natural conclusion to a conversation. The phone psychic delays this as...

...because it is such a revolutionary technique. Would she be interested? Forgetting she planned to end this call , she readily agrees.

"Beth, are you familiar with graphology, the study of handwriting to understand...potion before she goes to sleep.

AUGUST 21

Tonight the network doesn't accept my password . I type it in three times, but I can't log on. Desperate and confused...

15/3,K/7

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05093745 SUPPLIER NUMBER: 20318961 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ISDN routers. (Hardware Review)(Evaluation)

Harvey, David A.

Home Office Computing, v16, n3, p83(6)

March, 1998

DOCUMENT TYPE: Evaluation

ISSN: 0899-7373

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3446 LINE COUNT: 00266

... clever LAN Modem reset method: Using a Touch-Tone phone, simply key in a reset code .

The LAN Modem falls into the "pure" Internet router category of devices. And when it...near your network.

The product also provides impressive support for dial-in users, including automatic call - back with support for caller ID. The Pacesetter reads the calling number from the caller-ID information and automatically calls back that number. This is an important security measure because you can program the router to call back only a specific set of numbers, ensuring that only those who call from permitted phone... router. It represents a slightly different class of router: It has almost all the high- end incoming and outgoing call features of the ADC, Cisco, and Ascend models, including SNMP and support for IPX, but...

15/3,K/8
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04827108 SUPPLIER NUMBER: 19744741 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Moldovascam.com: a complicated case of electronic and telephone fraud suggests just how vulnerable Internet users may be.

Fisher, Marshall Jon
The Atlantic Monthly, v280, n3, p19(3)
Sep, 1997

ISSN: 1072-7825 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2826 LINE COUNT: 00215

... elec- tronic-commerce security firm in New York, is one that records your name and password as you log on to an electronic account and then passes them along to someone...

...normally would. Only when the computer or the modem itself was shut off did the phone call terminate .

Who stood to make money in this scheme? To answer that question we need to...

...last fall when people found messages on their pagers or answering machines asking them to call back to learn about job openings or free vacations. The ten-digit numbers looked just like...And yet the company had to admit that "malicious developers can create malicious executable code ," though it claimed that "this problem exists for all downloaded executable code ." In other words: Come on in, the water's fine-but watch out for those...

...professed ignorance. Apparently, though, there is no limit to what a few lines of clever code can accomplish. The personal computer is mightier than the phone company.

Options for consumer defense...

15/3,K/9
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04807731 SUPPLIER NUMBER: 19693461 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Baby steps. (narrations of a guidance counselor concerning a student from a broken family)

Jones, Wendell H.
Phi Delta Kappan, v78, n10, p797(4)
June, 1997

ISSN: 0031-7217 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3393 LINE COUNT: 00238

... off - he was evil and dangerous, else why the restraining order? Maybe he would never call back .

In the meantime I was swamped, figuring out class schedules for new students. Then school...Judge Kennedy, that leapt out.

The judge was real class, gracious and succinct, putting an end to

our phone conversation in no time. I looked at my coffee cup, which said, "Just tell me..."

...find out and call you right back."

He gave me a phone number. The area code was 40 miles from where Dakota lived with Gladys. I had mixed feelings when I...

15/3,K/10

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04805891 SUPPLIER NUMBER: 19682566 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Industrial-strength connections. (enterprise-level remote-connection servers from Ascend Communications, Bay Networks and 3Com) (includes a related article on how to read the suitability-to-task boxes)(Network Edition) (Hardware Review)(Evaluation)

Rigney, Steve

PC Magazine, v16, n15, pNE1(6)

Sep 9, 1997

DOCUMENT TYPE: Evaluation ISSN: 0888-8507 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4095 LINE COUNT: 00319

... different support plans, ranging from basic telephone technical support for about \$1,000 to high-end phone support with some on-site service for \$9,000. Before purchasing any of these products...CHAP, PAP, RADIUS, and TACACS. It also provides additional security through Calling Line ID and callback, although callback is supported only on ISDN and switched-56 connections. In case you need firewall protection...to the network. In addition, the AccessBuilder 5000's router includes basic user name and password security, and it will work with most third-party RADIUS and TACACS security servers.

In...

15/3,K/11

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04805366 SUPPLIER NUMBER: 19684912 (USE FORMAT 7 OR 9 FOR FULL TEXT)
What a pain! The first six months of owning a PC. (includes related article on the care of new PCs, recommendations on which companies' products to purchase, typical experiences with new PCs, and advice on surviving the first six months with a new PC) (Technology Information)

Furger, Roberta

PC World, v15, n9, p189(8)

Sep, 1997

ISSN: 0737-8939 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 6596 LINE COUNT: 00499

... Dimension XPS P200s, to log on to The Microsoft Network. "when (MSN) asked for my password, it kept looping me back and saying, 'please log on now,'" recalls wiecek, who spent...

...phone line, she kept having to hang up, try tech support's suggested fix, then call back again when it didn't work. The last time wiecek called Microsoft, the techie told...hold for 20 to 30 minutes, then leave a message and wait for a return call. By week's end, Lange was frantic.

With Aegis closed for the weekend, Lange was on his own. He...

15/3,K/12

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04717622 SUPPLIER NUMBER: 19110344 (USE FORMAT 7 OR 9 FOR FULL TEXT)
All we know of heaven. (fiction)

Villegas, Anna Tuttle

Good Housekeeping, v224, n3, p167(19)

March, 1997

ISSN: 0017-209X LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 18557 LINE COUNT: 01305

... told the doctor wants to speak to me, but he's in surgery. would I call back at 3:30? I agree and completely forget when Annie walks through the door with...

...s office. I'm told the doctor is in a conference. I say I'll call again and hang up. It occurs to me that the hospital must have forwarded papers concerning the treatment of...knows she's in no danger from this disease, you'll see."

We speak in code on the matter of Dolores. Dr. Hindari continues to test her periodically. "No news," he...

15/3,K/13

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04703080 SUPPLIER NUMBER: 19156571 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Robomon lends a hand. (Heroix' RoboMon for Windows NT 6.1 server event-handling utility) (Software Review)(Evaluation)

Stanczak, Mark

PC Week, v14, n8, p79(2)

Feb 24, 1997

DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 965 LINE COUNT: 00083

... tally of the number of times a problem is detected is similar to advising an end user to call back if a problem happens again. A second problem report becomes a call to action.

However...

...Three Steps of Event Handling

1. Build a Rule Using a BASIC-like language to code the decision-making process, the network administrator instills corrective routines to fix common server problems...

15/3,K/14

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04628074 SUPPLIER NUMBER: 18734889 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Your Mac is ringing. (nine telephony packages for Macintosh reviewed) (includes related article on high-end computer-telephone integration packages) (Hardware Review) (Software Review)(Evaluation)

Baldwin, Howard

Macworld, v13, n11, p132(6)

Nov, 1996

DOCUMENT TYPE: Evaluation ISSN: 0741-8647 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3015 LINE COUNT: 00243

TEXT:

...mail? And how many of you wanted to just push a button and yank the call back? Almost everyone? I'm not surprised. Though it's the most convenient, widespread communications device...

... have their differences. YoYo is particularly adept at providing instant, detailed information on who's calling. In conjunction with caller ID service, the YoYo software displays the name and number of the person calling. You can also...

...icon tells you the current time in the city you're calling, and the area-code data is a godsend.

Diamond Multimedia's VoiceMail offers basic voice-mailbox and call-handling...a flat monthly rate for Net access, a PlainTalk microphone, and Mac or Windows Internet Phone software on both ends of the line, you can chat up a storm without incurring long-distance or hourly...if that golden day never arrives, at least you'll be able to get your calls back from voice mail.

Senior editor HOWARD BALDWIN has written about all kinds of telephony applications...

...www.lucent.com) offers Passageway, a call-center application codeveloped with Novell that routes incoming calls to customer-service representatives (for 100 users, the cost is \$2400). With Passageway, a company's customers calling...

...an AT&T spin-off, Passageway only works with AT&T's Definity G3 PBX system.

<<VisitVoice>> Similarly, VisitVoice call-management software from Northern Telecom (214/684-0000, <http://www.nortel.com>) requires that you...

15/3,K/15

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04405294 SUPPLIER NUMBER: 17731694 (USE FORMAT 7 OR 9 FOR FULL TEXT)
GeoPort telephony is here - finally. (Working Smart) (Product Information)(Column)

Heid, Jim

Macworld, v13, n1, p123(2)

Jan, 1996

DOCUMENT TYPE: Column ISSN: 0741-8647 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1731 LINE COUNT: 00141

... Claris FileMaker Pro and Now Software's TouchBase Pro. A call-logging feature automatically times phone calls. When you hang up, a dialog box appears that lets you record information about the call. You can also call back any number in the log by double-clicking on it. MegaPhone's answering-machine features...

...automatically dial a phone credit card number if you're calling outside your local area code. Cypress Research also includes a database of 7000 local-access numbers for online services, making...notify you by phone or pager when your mailbox receives a message. If your phone system provides call-forwarding, Front Office can automatically send calls to another number. You can even specify forwarding...

15/3,K/16

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04278951 SUPPLIER NUMBER: 16805752 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Preelection survey methodology: details from eight polling organizations, 1988 and 1992.

Voss, D. Stephen; Gelman, Andrew; King, Gary

Public Opinion Quarterly, v59, n1, p98(35)

Spring, 1995

ISSN: 0033-362X LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 14486 LINE COUNT: 01150

... if no one answers after repeated attempts and the phone company verifies the lack of service for that number, the call is terminated and the entire bank passed over. If the telephone number is a residential line, the...

...pollsters now only use the list to identify their sampling frame; they then implement a system of random-digit dialing within chosen telephone banks. The most common directory used is the Donnelly Quality Index, a...

...banks are identified, they can be stratified based upon geographical criteria. For example, the area code and exchange for a bank tells us its location, and it is possible to further...
...size.

Once the exchanges are selected, four random digits are added to each central office code, and the resulting phone number is called. CBS calls each selected number as many as...one phone number for the list.

Within each county, working banks are sorted by area code and exchange. The phone numbers for each county are assigned in the following

way. Each...original number in its list, allowing interviewers to use these secondary numbers only when the callback policy on a primary number has been completed without producing an interview. The back-up...

...signal, no answer, a nonworking number, a business, an answering machine, or a voice mail system. Furthermore, even if the call gets through to a residence, the person who answers might not be cooperative, might be...afford very little room for additional calls. When callers get a busy signal, the first callback might be within 10 minutes, since presumably someone is home but on the phone. Otherwise...

...each number. Seemingly promising numbers, such as those with answering machines, may receive an additional callback.

Harris attempts three callbacks at various times over the next 3 days. If the caller receives a busy signal at any time, an additional call back is attempted 15 minutes later.

Media General's policy is to attempt five or six...

...they have a busy signal.

B. REFUSALS

When receiving a refusal, CBS generally attempts to call back at a later time with a different interviewer, as per the regular callback policy, but removes the number from its list should the residents refuse to cooperate again.

Chilton and ICR do not attempt to call back after an initial refusal.

Gallup does not treat refusals differently from other failed contacts. These...

...if the person expresses willingness to be interviewed at a later time.

Yankelovich does not call back after receiving a refusal.

C. RESPONDENT SELECTION METHOD

To select respondents at a household, CBS...

...same chance of being chosen as those who are (which, of course, requires CBS to call back at a later time and allows the collected data to reflect varied refusal rates across...the figure represents a different national survey from the 1988 presidential election campaign; the letters code the survey organization, and the capitalized letters correspond to surveys that were weighted only by...the August 1991 issue of the magazine. (17.) All six organizations that use telephone interviews terminate a call if the phone number is not residential or if language barriers prevent an interview. These...

15/3,K/17

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04271522 SUPPLIER NUMBER: 17101324 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Reach out and snub someone. (telephone communications)

Fulford, Robert

Saturday Night, v110, n4, p29(4)

May, 1995

ISSN: 0036-4975

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2794

LINE COUNT: 00208

... month. And even if he hasn't subscribed to these services, he can always simply hang up his phone, hit *69, and reconnect with the caller for fifty cents.

These are minor results of a major event in the history of...

...woman was satisfyingly upset, the sadist caller could make a note of the number and call back often - until, finally, ...reason why, in some areas, about a fifth of phone subscribers now pay for the service. But call -display turns out to have many other uses, involving complicated issues of control that we...

...s no-one there. As soon as my husband went out, I'd get a hang - up call, then another one. Somebody was watching the house and trying to freak me out. That...

...she's being made to wait until her daughter is ready for her? A new code of telephone manners is slowly being written. One difference is in the handling of wrong...

...person answering hears a mysterious click. But now, anyone who finds that annoying can immediately call back. "Why did you just call me?" "Well, I, er...." Rudeness has become potentially uncomfortable.

Voice...the caller ahead of the called's right to know, decided not to allow the call-display system to show unlisted numbers. California has so many unlisted numbers that this prohibition would make...

15/3,K/18

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04263033 SUPPLIER NUMBER: 16932373 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Fax-modems. (seven 28.8Kbps modems reviewed) (includes related articles on
issue of whether PCs can keep up with the modems, combining voice and
data)(All You Need to Get On-Line) (Hardware Review)(Evaluation)

Marshall, Patrick; Hastings, Bryan

PC World, v13, n6, p164(7)

June, 1995

DOCUMENT TYPE: Evaluation ISSN: 0737-8939 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3793 LINE COUNT: 00302

...ABSTRACT: are easy to decipher. Workgroups will want a modem with good security features, such as password protection and dial-back. The Practical Peripherals earns a Best Buy rating for its near-top performance and superior...

... features are another consideration, particularly for workgroups. The Motorola, Multi-Tech, and Supra models offer password protection and callback capabilities. If you use password protection, those who call in to your modem will have to know your password to establish a connection. If you set the modem for callback, it will return any incoming calls, a feature used by companies to centralize phone charges...Otherwise, the Optima doesn't stand out. You don't get any extras such as password protection or callback, and the modem supports only the original Class 1 fax standard. Also, status is indicated...

...the rest of the pack. And the V.34R comes with special features such as password protection and callback capabilities. Motorola has also bundled relatively strong data and fax communications packages: ComIT, WinCom Lite...

...ISG, 800/487-1456.

Multi-Tech MT2834BA-ISI

PROS: Rugged case, built-in passwords and callback feature,
toll-free tech support

CONS: Very steep price, lacks most ease-of-use features, subpar
documentation

The MT2834BA-ISI offers features many corporate users want, such as password protection, callback capabilities, and a bank of dip switches to let you manually set the modem's...you quickly alternate between talking on the phone and sending a file, without having to hang up the phone and redial.

Even more exciting are the line-sharing methods that will let you speak...

15/3,K/19

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04227210 SUPPLIER NUMBER: 16861700 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Mach-speed modems.(16 V.34 modems tested)(includes related article on
future trends) (Hardware Review)(Evaluation)

Satchell, Stephen; Myslewski, Rik

MacUser, v11, n6, p84(8)

June, 1995

DOCUMENT TYPE: Evaluation ISSN: 0884-0997 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3730 LINE COUNT: 00300

... now, V.34 is for you -- but buy a pair of modems: one for each end of your phone connection. Or you may prefer to wait or even select a slower (and lower-priced...first sign of trouble. Yes, that breaks the connection, but you know that when you call back, the modem will answer. A modem that lacks a watchdog timer must be manually reset...unique among these modems in that all its firmware -- all the DSP (digital signal processor) code as well as the controller code -- can be updated via software. You can make the update by calling an already updated...

15/3,K/20
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04192819 SUPPLIER NUMBER: 16038289 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The marriage of fax & online. (Cover Story)
Basch, Reva
Online, v19, n1, p12(8)
Jan-Feb, 1995
DOCUMENT TYPE: Cover Story ISSN: 0146-5422 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 5204 LINE COUNT: 00388

... not recited while you're in voicemail. Once you've reviewed the choices, you can call back and order by number. These quibbles aside, the menu I'd requested, and the items...such services, though not cheap, make sense when you're rushed, don't have a password or aren't particularly competent at searching NEXIS or DJN/R. They also may be...out saying "Please deliver to the person at..." Presumably, the fax operator at the receiving end will simply call that line and say, "You have a fax.") The entire process takes just two or...

15/3,K/21
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04145604 SUPPLIER NUMBER: 16263848 (USE FORMAT 7 OR 9 FOR FULL TEXT)
At long last, LapLink comes to windows. (Software Review) (Evaluation)
Loshin, Peter
PC World, v12, n10, p106(1)
Oct, 1994
DOCUMENT TYPE: Evaluation ISSN: 0737-8939 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 588 LINE COUNT: 00049

... of the popular features found in other remote-control products. For example, security options include password protection and callback verification, which forces the computer you're dialing to hang up and then call you back at a predetermined number in order to reduce hefty toll charges and prevent...

15/3,K/22
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04135892 SUPPLIER NUMBER: 16195154 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Close-up telecommuting. (Norton-Lambert's Close-Up 6.0 remote-control software) (Software Review) (Evaluation)
Moody, Jim
PC World, v12, n9, p61(1)
Sept, 1994
DOCUMENT TYPE: Evaluation ISSN: 0737-8939 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 457 LINE COUNT: 00035

...ABSTRACT: Users can log onto a distant computer via Close-up's Remote feature. The automatic call - back capability provides security: after

the host module reads the remote user's password , it hangs up and immediately dials back . The built-in file-transfer software mirrors two directories, keeping both up to date with...

... at PC world (which uses the Host part of Close-Up.) The program's automatic call - back feature prevents anyone but me from accessing my computer: Close-Up reads my password , hangs up the phone , then dials my computer in Vancouver, using the telephone number associated with that password .

Once Close-Up connects, I log on to the PC World network just as if...

15/3,K/23

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04069257 SUPPLIER NUMBER: 15386156 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Save paper: print with WINPRN. (PC Tech: Utilities)(includes related article on brief guide to utility, how to obtain utilities online) (Column)

Prosise, Jeff

PC Magazine, v13, n11, p345(8)

June 14, 1994

DOCUMENT TYPE: Column ISSN: 0888-8507 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6671 LINE COUNT: 00542

... programs isn't easy, but you can get some powerful results. WINPRN and its source code can be obtained free of charge by downloading the files from PC MagNet or by...most common errors and what you can do to correct them.

WINPRN contains some special code to work around a bug in HP LaserJet 4 printer drivers that would otherwise prevent...

...difficult for programs that discriminate between variable-pitch and fixed-pitch fonts.

WINPRN'S SOURCE CODE

WINPRN was written in C and can be compiled with either the Microsoft or the...

...the make file WINPRN. To compile with Borland C++, use WINPRN.BOR. The main source code file, WINPRN.C, is more than 2,000 lines long, so we can't discuss...

...portions of the program that you may care to examine on your own include the code that supports the owner-drawn Print button, the code that determines what fixed-pitch fonts are available when WINPRN is started, the code that supports drag-and-drop files, and the PrintPage function, which outputs one page of...

...topic justice here by providing a brief description of the process, accompanied by some sample code from WINPRN. Additional information is available in the Microsoft Windows SDK, chapter 15 of Programming...

...it's fairly simple. Once the printer port is known, a simple interrupt 17h function call to the system BIOS outputs a character to the printer. A string of characters can be output by...tell windows that this page is finished and to eject it from the printer.

8. Call EndDoc() to end the print job formally.

9. Delete the printer device context.

And that's only the...

...format--that is, one page, two pages, or four pages per sheet. The full source code for the PrintFile() function is too long to print here, but as mentioned above, it...device context for the default printer.

CreatePrinterDC() takes the DEVMODE structure created by BuildDevMode() as input . In code , this sequence looks like this:

```
if ((npDevMode = BuildDevMode (hwnd,
    pl[nLayout].nOrientation)) ==
    NULL) {
```

```
    return IDERR...
```

...npDevMode);

If either function fails, an error message is displayed and PrintFile() returns an error `code` to the caller. If both succeed, PrintFile() calls LocalFree() to free the local memory holding...

...the device context and to determine how many characters will fit on each line. In `code`, it looks like this:

nSize = GetOutlineTextMetrics

(hdcPrn, ...tested returned 0 to this call (a bug in the printer driver), so I added `code` to set nSize to 512 if the initial call to GetOutlineTextMetrics returns 0. The normal...

...printing. It is registered with the SetAbortProc() function and prototyped in the following way:

BOOL CALLBACK AbortProc (HDC hdc, int error)

If printing is proceeding smoothly, and there are no errors...

...anticipate more disk space becoming available, your program learns of this from the EndPage() return `code`. A return `code` that is greater than or equal to 0 means EndPage() succeeded; a negative value indicates... NOTREPORTED bit in EndPage's return `code`. PrintFile() ignores other EndPage() error codes, including SP...to GetProcAddress() in step 3 will return NULL.

Enough background; let's look at some `code`. Specifically, let's see how WINPRN sets the paper orientation prior to printing. The bulk...

...DEVMODE structure is then passed to CreatePrinterDC(), which in turn passes the pointer to Windows' Createdc () function. The source `code` for BuildDevMode() is shown in Figure 5.

BuildDevMode() starts off by retrieving information about the...the BuildDevMode() structure to initialize printer settings in addition to the paper orientation. Just add `code` to modify other fields in the DEVMODE structure and add calling parameters to support them...

...on--are stored in the global pl array, whose format is documented in the source `code` file WINPRN.C. Think about it!

Jeff Proise is a contributing editor of pc magazine...prompt, enter CIS. At the USER ID prompt, type 177000,5000. When you see the PASSWORD prompt, enter PC*MAGNET. Finally, when you see the ENTER AGREEMENT NUMBER prompt, enter PCMAG94...

...Once you enter your billing information, you'll see your personal user ID and temporary password.

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15/3,K/24

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04056049 SUPPLIER NUMBER: 15311280 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tools for remote LAN access. (security software and devices for restricting network access) (Buyers Guide)

Lindholm, Elizabeth

Datamation, v40, n7, p66(2)

April 1, 1994

DOCUMENT TYPE: Buyers Guide ISSN: 1062-8363 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 440 LINE COUNT: 00033

...ABSTRACT: networks. Access control can be accomplished at different security levels, including a basic dial-up/ call - back scheme. Call - back products intercept calls, transmit and receive recognition signals and call the user back at a...

...phone number. Security systems and multipoint security software can monitor many incoming calls. However, for call - back procedures to be effective the users must be at home. Sale staff cannot call in...

... the riffraff out.

The most straightforward method is to use some sort of dial-up/ call

- **back** technique. Such products accept an incoming call, exchange a series of recognition signals, then **hang up**, **call back** to a known phone number where the user is and have that user log on with a **password**. Is managers have their choice of method: software that works with existing modems, specialized hardware...

...software that includes the feature as part of the overall package.

But the dial-up/ **call - back** technique has its limitations. It works best when all of the remote users are, say...

...phone.

A step up in security are the creditcard-sized smart cards that generate a **password**. The **password** is always changing-yet is recognizable to the server on the other end of the line--so someone who obtains one **password** won't be able to use it later. The passwords are geared to a particular...

...of these products have built in to them at least basic security features: dial-in/ **call - back**, call logging and **password** encryption. But several products have gone a bit further. NetBlazer supports the Massachusetts Institute of...

15/3,K/25

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04055620 SUPPLIER NUMBER: 15099703 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Help Folder. (Hands On: Power Tools)(question-and-answer - includes related articles on word processing tips, tips for Clarisworks 2.0,, spreadsheet tips) (Column)

Wasson, Gregory; Ihnatko, Andy; Levitus, Bob
MacUser, v10, n6, p143(4)
June, 1994

DOCUMENT TYPE: Column ISSN: 0884-0997 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 2769 LINE COUNT: 00200

... solutions, you probably have a hardware problem that deserves the attention of an Apple-authorized **service** provider.

Call -waiting Blues

Q. The call-waiting feature on my home phone line becomes a frustration...

...555-1212 (or ATDT 1170 555-1212) to temporarily turn call waiting off. When you **hang up**, call waiting will automatically be turned back on. You have to experiment to see whether your...

...for spiffy alternatives to call waiting such as routing calls to voice-mail or automatically **calling back** a caller who couldn't get through to you, as soon as you hang up...follow the steps above, but name the macro lowercase and type =LOWER(A1) as the **code** font in step 3.

Michael Kostos
Idaho Falls, ID
Related article: Tips/ Spreadsheets
CLARISWORKS 2...

...Select the #,##0 format from the scrolling list.

4.Add a comma immediately after the **code** in the **Code** box, and click on OK. The comma will round the number up to the nearest...

15/3,K/26

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04050852 SUPPLIER NUMBER: 14895480 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Protect your child from abduction. (tips on prevention) (includes related articles)

Mann, Stephanie; Blakeman, M.C.
Consumers' Research Magazine, v77, n2, p33(5)
Feb, 1994

ISSN: 0095-2222 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 4170 LINE COUNT: 00307

... s voice or that of a trusted relative or friend.
Some parents set up a code with their children in which they let the phone ring twice and hang up. Then they immediately redial the home phone and the children know to pick up the...

...should ask him to leave his name and phone number for the family member to call back.

If a person claims to be hurt or to need an ambulance, children should volunteer...

15/3,K/27

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03897056 SUPPLIER NUMBER: 13759938 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Consumer Watch. (Column)
Furger, Roberta; Maloney, Elbert; Cooper, Garey L.; Fields, Greg; Slater, James; Swingle, Boyd C.
PC World, v11, n6, p31(4)
June, 1993
DOCUMENT TYPE: Column ISSN: 0737-8939 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 1871 LINE COUNT: 00143

... hard disk. As an Xbase developer, I store large amounts of sample data and program code from various clients and was running out of room. The product performed wonderfully until recently...

...a detailed message but was not called back that day. The next day someone did call back three times while I was out, but each time I called back I got the...

...beyond the capabilities of its staff. To address these problems, the company implemented a new phone system at the end of January that includes a waiting queue. Customers calling AddStor technical support can now elect...

...to Frecom's demise.

According to CXR product manager Jim Schwalb, CXR began handling customer service calls for Freecom in September 1992 and is continuing to support Frecom products. Customers who bought...

15/3,K/28

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03888953 SUPPLIER NUMBER: 13782569 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Remote-control software for every user. (Microcom's Carbon Copy for Windows 2.0; Symantec Corp.'s Norton pcAnywhere 1.0 for Windows; communications software) (Software Review) (Evaluation)
Ross, Randy
PC World, v11, n5, p86(1)
May, 1993
DOCUMENT TYPE: Evaluation ISSN: 0737-8939 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 623 LINE COUNT: 00046

... d have to send the data as a separate file. There's a unique automatic callback feature: Previously, the product requested a password, hung up, and then called a designated telephone number. This feature was great for security...

...hotel, and the feature was limited. A new roving option allows you to enter a password and then specify any phone number that you would like the system to call.

For high-end graphics users, the new Virtual Desktop feature makes communicating with systems sporting high-resolution displays...

15/3,K/29

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03870162 SUPPLIER NUMBER: 13567243 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Review roundup: high-speed modems for online searching.
Connolly, Bruce
Online, v17, n2, p34(6)
March, 1993
ISSN: 0146-5422 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3908 LINE COUNT: 00315

... the analog form that our phone system requires (modulation).
Meanwhile, the modem at the other end of the phone line has the task of
reconverting that analog information into digital form so that it...of
Setup and Use Configuration storage Phone number storage Status displays
Volume control

- * Security Features Callback security Remote configuration
- Password protection
- * Communications Software Bundle
- * Documentation and Technical Support
- * Warranty
- * Other Options/Features Fax capability Portability...

15/3,K/30

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03790040 SUPPLIER NUMBER: 12564702 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The Windows 3.1 ToolHelpDLL, part 3. (dynamic link library tool that
provides access to Microsoft Windows 3.1 function cells and data
structures) (Power Programming) (Tutorial)
Duncan, Ray
PC Magazine, v11, n16, p399(5)
Sept 29, 1992
DOCUMENT TYPE: Tutorial ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2967 LINE COUNT: 00240

TEXT:

...described in the August 1992 issue--BADAPP and BADAPP2--showed how
to implement a notification callback routine that will be called by
TOOLHELP if your program makes a function call with...
... for the handling of parameter validation errors in BADAPP2.C:
The program must contain a callback routine, which is entered from
TOOL-HELP when an exception is detected.
The callback routine must be "exported" in the program's .DEF file.
The initialization code for the application must allocate a thunk
for the callback routine with MakeProcInstance(), and register the
callback with TOOLHELP by calling InterruptRegister().
The termination code for the application must notify TOOLHELP that
it no longer wants to handle exceptions by calling InterruptUnRegister(),
and then free the callback thunk by calling FreeProcInstance().
When the application's callback routine is entered, information
about the cause of the exception is available on the stack...

...general registers at entry is indeterminate, except that AX has been
loaded by the thunk code with the selector for the application's DGROUP.
After examining the stack, the callback routine can take one of four
possible actions:

Indicate that it doesn't want to...

...of the stack, and execute an IRET instruction to restart execution of
the faulted instruction.

Call TerminateApp () to kill the faulting application.

Retain control by initializing all general and segment registers to...

...exceptions on a per-application basis. As a result, when your
application registers an interrupt callback routine, that routine will
receive callbacks for all exceptions that occur in the system--whether...

...This means that your application must maintain internal flags that can be tested by the `callback` to determine whether the exception should be handled or ignored, and update these flags each...

...Windows, I've modified BADAPP2 to create a new program--BADAPP3--that includes an interrupt `callback` routine. From a user's point of view, BADAPP3 looks just like BADAPP and BADAPP2...

...kernel. And BADAPP3 cannot be terminated unilaterally by the operating system. Extracts from the source code for BADAPP3 that are relevant to the handling of exceptions are shown in Figure 3, and the assembly language source code for the `callback` stub is shown in Figure 4. A screen shot of BADAPP3 in action is shown in Figure 5. You can download the complete source code for BADAPP3, along with the precompiled executable program (archived as BADAP3.ZIP) from PC MagNet...

...by which we keep control and restore the CPU to a known state when our `callback` routine is called because of a divide by zero or general protection fault that occurred in our application. When the `callback` is entered from TOOLHELP, we can figure out where the fault occurred easily enough, but...that a divide by zero or general protection fault is going to occur in some code that executes in response to a message. Therefore, we call `Catch()` immediately before decoding a...

...BADAPP3 you may want to ponder and critique is the strategy for letting the exception `callback` know whether the application is currently in control. BADAPP3 has a global, static-variable, called...

...called `SendMessage()`. Therefore, I decided to maintain the state of `ActiveFlag` within the window message `callback` routine instead, setting the flag to `TRUE` whenever an internal routine is explicitly run in ...

...a message, and setting it to `FALSE` before calling `DefWindowProc` or returning from the message `callback`. This approach could easily be extended by adding a new member to the `messages[]` structure...

...SP+00H

Figure 2: This shows the stack contents at entry to an application interrupt `callback` routine.
[TABULAR DATA OMITTED]

15/3,K/31

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03781759 SUPPLIER NUMBER: 12356916 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The windows 3.1 ToolHelp DLL, part 1. (Microsoft Corp; dynamic link library) (Power Programming) (Technical)

Duncan, Ray
PC Magazine, v11, n14, p491(5)
August, 1992

DOCUMENT TYPE: Technical ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2577 LINE COUNT: 00201

... a whole really fit together, and they built their programs by cutting and pasting source code from other, previously working programs or by cloning source code published by windows gurus like Charles Petzold and Michael Geary.
windows 3.0, which was...

...Watson, and local reboot, I've written a toy program called BADAPP. The C source code for BADAPP is found in Figure 2 (for reasons of space, the header file, module...obtained by writing PC Magazine (see instructions at the end of this column).

The source code for BADAPP is so simple that it should be self-explanatory, and BADAPP is a...

...integer-divide-by-zero operation that Borland C++, for performance reasons, compiles as in-line code without any error checking. The second

routine calls the windows API function Message-Box with...

...our feet wet, however, let's try out ToolHelp's facilities for installing a notification callback routine for windows API parameter errors. Whenever the application requests a windows function with an invalid parameter, windows will (while the function call is still in progress) call back into the notification routine with information about the error. This allows the application to decide...

...still gather information about this particular class of bugs.

In order to use a notification callback routine in your own program, you must do the following:

Register an application-specific window...

...your application's instance initialization routine; this window message will be used by the notification callback routine to communicate with the body of your program.

Allocate a thunk for the callback routine with MakeProcInstance() in the program's instance initialization routine.

Register the notification callback routine with TOOLHELP.DLL by calling the function NotifyRegister() in the program's instance initialization routine.

Implement the notification callback routine itself. This entry must be declared as BOOL FAR PASCAL. It accepts an unsigned single integer and an unsigned double integer as parameters; the single value is an error code and the double value is usually a far pointer to a structure that contains more information about the error. The callback routine is not allowed to do very much except call ToolHelp functions, make a copy...

...one of the application's window handlers to process the message posted by the notification callback and take appropriate action (for example, log the error to a disk file or display an alert dialog).

Modify the application's termination code to call the ToolHelp function NotifyUnRegister; this allows TOOLHELP.DLL to deallocate those of its internal data...

...static NFYLOGERROR or NFYLOGPARAMERROR structures to the program; these can be used by the notification callback routine to make local copies of the error information that is passed to it.

Export the notification callback routine in the application's module definition (.DEF) file.

To illustrate these steps, I have modified the BADAPP.C source code to create a new program, BADAPP2.C, which contains a notification callback. We could not print the entire listing, but extracts of BADAPP2's source code, showing the portions that are specific to the handling of notification callbacks, can be found in Figure 3. As always, you can get the full source code and executable file for BADAPP2.C by downloading it from PC MagNet, or by sending...

15/3,K/32

DIALOG(R)File 47:Gale Group Magazine DB(TM)

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03709582 SUPPLIER NUMBER: 12058702 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Local area network management: what you need to know. (includes related article on the use of peripheral technologies with local area networks) (Communications)

Wood, Lamont

Modern Office Technology, v37, n4, p56(3)

April, 1992

ISSN: 0746-3839

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1996

LINE COUNT: 00148

... put it on a network at all. Barring that, the main consideration in security is password protection--requiring the user to input a password to log onto the network or to access certain files.

Passwords should be long and...

...no passwords or with obvious ones, to track on-line times (if a secretary's password is being used at 3 a.m., there's cause for an investigation), and to...

...failed log-on attempts.

For remote access through a modem, there should not only be password protection, but added security such as a call - back device, which hangs up on the caller and then calls back --and will not return the call of an unauthorized party. Sources favor using a "dirty..."

15/3,K/33

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03701097 SUPPLIER NUMBER: 11884167 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Productivity from afar: modem remote-control software. (includes related article on the Editors' Choice selections: Norton-Lambert Corp.'s Close-Up and Triton Technologies Inc.'s CO/Session) (Software Review) (overview of eight evaluations of communications software) (Evaluation)
Ellison, Carol; Gunn, Angela; Cohn, Michael; Perez, Wendy Dugas
PC Magazine, v11, n4, p189(19)
Feb 25, 1992
DOCUMENT TYPE: Evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2636 LINE COUNT: 00205

... these products allow access to a host PC only to users who enter the proper password. Some, such as BLAST and Close-Up, allow the host user or system administrator to...

...unattended PC is left operating after working hours with its modem in auto-answer mode. Password protection keeps uninvited snoops from gaining access to the PC and its data.

The remote...

...we tested provide the ability to transfer files and guarantee security with features such as password protection and dialback. Screen blanking and keyboard locking are other nice options. Granted, host users can guarantee even...

...screen security, remote-control products secure the host PC's data through a feature called dialback. This feature also saves a great deal of money (or at least time spent filling...

...office--and is a small price for a company to pay for increased productivity.

with dialback enabled, the host checks passwords of guest users who call in, hangs up, and then calls back the user at a phone number that was previously assigned to the password. Phone numbers and passwords are kept in the software's phone book of authorized users. A separate password, known only to the person who installed the software or administers the PCs, protects the...Up include built-in CRC virus control and the ability to restrict user rights through password assignments.

If your usual applications are windows-based, you may wish to consider CO/Session. CO/Session's Intelligent Graphics technique updates windows screens by sending code, not bitmapped screen changes, across the line; this results in swift screen updates. File transfer...

15/3,K/34

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03700565 SUPPLIER NUMBER: 11977433 (USE FORMAT 7 OR 9 FOR FULL TEXT)
UDS Motorola to offer dial-up modem. (LanFast modem for local area networks) (Product Announcement)
Loudermilk, Stephen
PC Week, v9, n9, p13(1)
March 2, 1992
DOCUMENT TYPE: Product Announcement ISSN: 0740-1604 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 392 LINE COUNT: 00030

...ABSTRACT: office computers to gain LAN access. LanFast has an RS-232C serial port and includes call - back security. It is priced at \$1,995 and

will be available in Apr 1992; a...
... computer with at least a 2,400-bps modem.
The local modem will request a password and log the event, then hang up and call the remote user back. The remote user then gains access to files and applications on...

15/3,K/35

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03629490 SUPPLIER NUMBER: 11555470 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Feature sets separate security modems; more desirable units boast audit trails and extended passwords, prove easier to set up. (Hardware Review)
(includes related article on testing methodology) (Evaluation)

Kramer, Matt

PC Week, v8, n47, p85(3)

Nov 25, 1991

DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2202 LINE COUNT: 00181

...ABSTRACT: two basic modes of access control: pass-through security, under which users must enter a password, and callback, which hangs up on a user after the password is entered and dials back at an authorized number. CXR Telcom/Anderson Jacobson's 9653-MM2, NEC America's N9635E...

... modems that offer two basic modes of protection. With pass-through security, users enter a password and are allowed access to the computer system attached to the security modem. With callback, a user enters a password, and the modem hangs up and dials back at an authorized number.

The tested modem included CXR Telcom/Anderson Jacobson's 9653-MM2...

...Modem and Ven-Tel Inc.'s 9600 Plus.

All of these modems let administrators store password information for at least 30 users.

The best of the crop -- CXR Telcom's 9653...

...MultiModem V32 and Ven-Tel's 9600 Plus offer basic security functions such as passwords, dial - back and pass-through.

With most of these security modems, administrators configure a database in the modem that contains users' passwords. The way the modem reacts when it receives a valid password from a remote user depends on the security procedures assigned by the administrator to that user. The dial - back feature lets the modem dial back the user at a specific phone number stored in the security database. This feature is...

...systems.

All of these modems with the exception of FastComm's also offer user-programmed callback. With this feature, users who are traveling indicate the number where they want to be called back when they first log on to the modem with their security password. Users who cannot be called back (if they are in a hotel with a PBX...

...for example) can use the pass-through option. With pass-through, once users enter their password they are passed through to the computer system attached to the modem.

These modems vary...

...type of characters permitted in passwords and whether they include an audit trail. A long password, such as 16 characters, permits users to choose a phrase that is difficult for a...

...capture the passwords.

Telenetics' OZ Guardian Modem, however, doesn't prompt incoming callers for a password. The company rightly figures that such a prompt might just be an invitation for a hacker to start playing. The OZ Guardian Modem simply waits a predetermined time for a password string, verifies it and hangs up to call back. It immediately hangs up if the password is incorrect. In neither case does an incoming caller get an on-screen indication of...

...s modem.

Administrators enter a string of AT commands and then enter user passwords and **callback** phone numbers. Passwords can be as long as 12 alphanumeric characters. CXR unfortunately does not permit the use of control characters.

Once entered, user names, passwords and **callback** phone numbers are kept in the same directory. Other modems, such as Telenetics', provide one database for the user's name and **password** and another for **callback** telephone numbers.

CXR lets managers decide whether a caller will be prompted on-screen for a **password** -- otherwise, the modem can be set to just wait for the **password**. Managers can also decide whether or not passwords will be upper- or lower-case-sensitive. (The other tested modems are all case-sensitive.)

CXR adds a slight twist to the **callback** process by including an optional feature that asks users to re-enter their **password** once the modem **dials back** the authorized number.

This option would offer more security if the modem could store a second **password** for completing the **callback** process, rather than using the same **password** for all functions. The feature illustrates the compromise vendors sometimes have to make between strong letting users choose between conventional **callback** and caller-programmed **callback**. If a user adds a plus sign and a phone number string at the end of his **password**, the remote modem will **dial back** the supplied number. This can be useful for users who are traveling and not at a predetermined phone number. The MultiModem V32 allows for three **password** attempts within 1 minute before disconnecting.

The device can store as many as 30 user passwords and **callback** phone numbers. Each **password** can include any ASCII characters and be up to 10 characters in length.

Multi-Tech...

...if they were at the computer to which the modem is attached. Although two-level **password** provides some protection, this feature does open up the modem to complete remote configuration.

At 10 characters, the MultiModem V32 ties Ven-Tel's 9600 Plus for the shortest **password** length among these modems. It offers only a limited audit trail.

Multi-Tech's documentation...

...lists step by step the operations needed to set up the database of passwords and **callback** numbers. Unfortunately, this small section on security procedures is bound into the general user manual...

...N9635E is one of the most full-featured of the tested security modems. Along with **callback** or pass-through options, the N9635E lets managers restrict remote user access to specific times...

...OZ Guardian keeps two directories: one for users' names and passwords and another for the **dial - back** telephone number. In the user-name directory, a manager indicates which entry on the **dial - back** directory is intended for a particular user.

OZ Guardian passwords are 12 characters in length...

...include control characters.

In the user-name directory, the manager indicates the length of the **password** that the modem should wait for before starting the verification process. The OZ Guardian has...

...offers basic security functions in its 50-user-capacity 9600 Plus. The modem features standard **callback**, where a preconfigured number is called after the incoming caller's **password** is verified; programmed **callback**, in which the remote user indicates what number should be used for **callback**; and a pass-through, in which remote users are connected to the host computer once...

...10 alphanumeric characters and not permitting control characters to be used as part of a **password**.

Ven-Tel merits praise for turning off remote maintenance of the security database as a...to data lines, calls were made between the two devices. In order to test for **callback** integrity, one phone line was

configured for call-forwarding. -- M.K.

15/3,K/36
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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03627385 SUPPLIER NUMBER: 11471670 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Programming considerations for MS-DOS 5.0, part 2. (Microsoft Corp.'s
operating system) (Power Programming)(column) (tutorial)
Duncan, Ray
PC Magazine, v10, n19, p441(7)
Nov 12, 1991
DOCUMENT TYPE: tutorial ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3475 LINE COUNT: 00272

... 2Fh handler is named MUXISR, the INT 2Fh vector can be hooked with the following code :

```
; get current contents of vector  
; for Int 2FH and save it  
mov ax,352fh  
int...
```

...number

```
je muxisr2  
jmp [old2fh]  
muxisr2:  
. ; perform processing  
. ; of multiplex  
. ; interrupt function  
. ; call here  
;iret  
muxisr endp
```

This code performs a far indirect call through the double-word variable OLD2FH, which was initialized with the address of the previous INT 2Fh owner by the code that hooked INT 2Fh. Note that OLD2FH must be addressable with the CS register (it must lie within the code segment, rather than the data segment as is usual for variables) so that the INT... its name on the Shell's "Active Task List," the image of the program's code and data is read back into memory from the disk, and its execution resumes at...

...of the Programmer's Reference, INT 2Fh function 4B02h (Detect Switcher) is documented with a code snippet in which registers BX, DI, and ES are zeroed before the function call, and the code's comments assert that the registers must be zero. The code example is immediately followed by a paragraph that states that the function has no parameters...

...Hook Notification Chain function in the DOS 5.0 Shell consists only of the following code :

```
xor ax,ax  
ret
```

To illustrate the basic features of the Task Switcher API in...

...DOS and modified it heavily to turn it into a Task Switcher client. The source code for TALK.EXE is listed in Figure 6, and there are four procedures that are crucial to its interaction with the Task Switcher: HOOK, MUXISR, CALLBACK, and UNHOOK. The routine HOOK checks for the presence of a task switcher and, if...

...INT 2Fh calls except Build Notification Chain, which it intercepts and responds to appropriately. The CALLBACK procedure is called by the Task Switcher when session switches occur, and it returns the...

...as the first real intrusion of event-driven programming concepts into traditional DOS programming. The callback routines that an application must implement in order to work with the Task Switcher are...

15/3,K/37
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03476056 SUPPLIER NUMBER: 09646721 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Telebit Corp.: Telebit T2500. (Hardware Review) (one of seven evaluations
of 9,600-bps modems in 'Breaking the speed barrier.') (evaluation)
Byrd, Mike
PC Magazine, v9, n21, p335(2)
Dec 11, 1990
DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1074 LINE COUNT: 00086

...ABSTRACT: it is only available when connecting to another Telebit modem. Useful features include built-in callback security, which lets an originating user dial a predefined number and enter a password; the answering modem then hangs up the phone and calls back after 10 seconds, checking the originating modem's number against its list of authorized users...

... file transfers with Telebit and other fast CCITT-compliant modems over noise-free lines. Its callback security feature is a plus. Drawbacks include the one-year warranty, unusual configuration, lack of...

...PEP is available only when you are connecting to another Telebit modem. The T2500's callback security feature allows an originating user to dial a predefined number. The answering modem prompts for a password. If the originating modem sends a valid password, the answering modem hangs up the phone, waits 10 seconds, then calls back. Because the called modem has the originating modem's number indexed against its password, the called modem can easily look up the number. Password security is also available to control connections between selected modems.

SELECTION BY SWITCH
The off...

15/3,K/38

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03384330 SUPPLIER NUMBER: 08174592 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sky-high Notes. (Software Review) (Lotus Notes work-group
software)(includes related articles on using Notes while traveling,
profiling early users, profile of development team) (evaluation)
DeJean, David
PC-Computing, v3, n3, p102(16)
March, 1990
DOCUMENT TYPE: evaluation ISSN: 0899-1847 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 7041 LINE COUNT: 00543

... menu-driven application generator. All formulas involving @ functions have to be written out like program code. This may appear to be a bother, but it makes sense. Building a Notes application is a programming task that requires keeping more than one person in mind, so individual code-writing has to be careful and complete before it can become part of the system...details of dialing out to send mail and manage replications.

Notes has no built-in dial - back capability. The server can't take a call from a remote user, hang up, and call back a predetermined number. Presumably, the reason is that most packages that do dial - back do it for security reasons, and Notes isn't as directly vulnerable to hackers as some. But because dial - back is also used to reverse the charges for long-distance access, Notes makes the caller...

...slowly. The software would ultimately see 81 revisions and include 520,000 lines of C code. When, midway through, Lotus made an official, internal commitment to bring the product to market...

15/3,K/39

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03241663 SUPPLIER NUMBER: 08151815 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Hello, central; phone conferencing tips.

Jaffe, Louis

Whole Earth Review, n65, p110(3)

Wntr, 1989

ISSN: 0749-5056

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2637

LINE COUNT: 00204

... getting cauliflower ear and a crick in my neck. I switch on my speakerphone and hang up the receiver, so I can listen and talk hands-free. At an hour and twenty minutes the...of this type and are not audioconferencing regularly, you probably should be.

DIFFERENT FLAVORS

Conference-call service providers are a little like restaurants: Some have white tablecloths, a home-like atmosphere and...

...have to be resubmitted for every call. If requested, operators monitor the entire conference, immediately call back anyone who's accidentally disconnected, and perform other services like audiotaping the proceedings and sending...

...include telephone-to-radio broadcast hookups, satellite video with conference-call audio, or 900-area-code pay-per-dialup events. The telephone operator is often replaced a professional announcer acting as...

...less for long-distance if you dial in to the bridge than if the conference-call service calls you. Calling in, you use the carrier of your choice (MCI, Sprint, etc.), and are billed directly...

...the bridging) by the carrier. If instead you are called from the bridge, the conference-call service at their option may mark up the LD. Practices and markups vary. You can profit...

...your own rate comparisons and questioning service providers closely.

Although they could save money by dialing in rather than having the service company dial them, many users still prefer to be called. For one thing, attendance figures...

...telecom industry, it often costs twice as much to call a town within your area code, just 50 miles away, as it does to call thousands of miles across the country...without paying bridging fees.

* Three-way service from local phone company. Part of the enhanced-service spectrum that also includes call -waiting and call-forwarding, three-way enables you to call one party, put them on...

...usually go unused, because they require some technical sophistication to operate. It's easier to call a service and say "do it." Nevertheless, the potential is there in many office switchboards.

In almost...

15/3,K/40

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03236564 SUPPLIER NUMBER: 07357375 (USE FORMAT 7 OR 9 FOR FULL TEXT)
"It's for you, Mom!" (teaching kids to use the phone; includes related article)

Schnurnberger, Lynn

Parents' Magazine, v64, n3, p112(5)

March, 1989

CODEN: PMAGA

ISSN: 1047-8574

LANGUAGE: ENGLISH

RECORD TYPE:

FULLTEXT

WORD COUNT: 2007

LINE COUNT: 00144

... phones is that younger children may use them indiscriminately. And having to dial an area code signals to an older child that a call is expensive. Of course, they are good...

...Dad's offices or a best friend's house.

Miss Manners.

Voice at the other end of the receiver: Hello, is your mother there?

Patricia, age five: Yes! (There is a "clunk" as she...long-distance,

she says, 'My mom will be home around four. would you like to call back ?' Daisy also knows that it doesn't matter whether she and her best friend are...

15/3,K/41

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03226935 SUPPLIER NUMBER: 07130980 (USE FORMAT 7 OR 9 FOR FULL TEXT)
NEC downsizes V.32 model, adds net-management features: prices reduced on
SPN leased-line modems.

Miles, J.B.

PC Week, v6, n11, p45(1)

March 20, 1989

ISSN: 0740-1604 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 429 LINE COUNT: 00034

...ABSTRACT: two-wire-four-wire point-to-point leased line. It also includes automatic two-wire dial back-up. The N9630 is lighter and takes 40 percent less power, company officials say. Its...

... of communications software packages, he said.

For example, the addition of the Hayes Escape Character Code allows N9630 users to take advantage of software packages that require the code to terminate a call. Another new Hayes AT command allows users to dial a number and automatically switch to...

15/3,K/42

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03158940 SUPPLIER NUMBER: 06707388 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Technology sparks the home office revolution. (special advertising
supplement on technology sparks the home office revolution and includes
related articles)

Scott, Robert

Changing Times, v42, n11, p103(14)

Nov, 1988

CODEN: CNGTA ISSN: 0009-143X LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT
WORD COUNT: 8157 LINE COUNT: 00639

... varying degrees of sophistication. Some can dial a computer data service, sign on with your password and connect you with a designated database without intervention by you.

Surge suppressor. Problems with...

...manufacturer. If the privacy of your conversations is important, some cordless models offer a security code feature that keeps other cordless phone users from calling or answering on your line.

Service options come two types; pulse and tone. (In some parts of the country, pulse is...tates and charges for these are available from lyour telephone company service representative:

Touch-tone service lets you jplace calls quickly-three times faster than rotary dialing, and lis lncessary for computerized banking, telephone shopping...

...long-distance business has narrowed to three major suppliers. All offer discount packages for volume calling, WATS (Wide Area Telephone Service) lines for outgoing calls to selected geographic areas, and 800-number service for toll-free incoming calls. Separate wires and new instruments are not required; all services can be accessed over your...

...to the other part but keeps them from hearing what is being said at your end.

HOLD THE PHONE; AUXILIARY TELEPHONE EQUIPMENT

Auxiliary equipment can make life in a home office eaiser. Here's...

...outgoing activity.

Call forwarders. Attach one of these to your phone line, program a security code and the number you want your calls forwarded to,

and-without being answered-your calls...

...different location to a conversation without the intervention of an operator, eliminating the need to call back and forth.

Remote call forwarding can give your home office a telephone number in another...long-distance business has narrowed to three major suppliers. All offer discount packages for volume calling, WATS WATS (Wide Area Telephone Service) lines for outgoing calls to selected geographic areas, and 800-number service for toll-free incoming calls. Separate wires and new instruments are not required; all services can be accessed over your...

...to the other

party but keeps them from hearing what is being said at your end.

HOLD THE PHONE; AUXILIARY TELEPHONE EQUIPMENT

Auxiliary equipment can make life in a home office easier. Here's...

...outgoing activity.

Call forwarders. Attach one of these to your phone line, program a security code and the number you want your calls forwarded to, and-without being answered-your calls...

15/3,K/43

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03018870 SUPPLIER NUMBER: 05149096 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Hey you! Make way for my technology!

Lyon, David

Technology Review, v90, p28(2)

Aug-Sept, 1987

CODEN: TEREAA ISSN: 0040-1692 LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

WORD COUNT: 1484 LINE COUNT: 00114

...down to metallic dust. The medium that keeps social friction at a minimum is the code of manners.

But manners require some attention, and the whole point of having machines do...

...came in to her from a potential suitor. After a few long waits, I would hang up and call back --only to reach her answering machine. Obviously, she cared less about years of friendship than...

15/3,K/44

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02949834 SUPPLIER NUMBER: 04832613 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The modern modem: bridge to the on-line world.

Rosch, Winn L.

PC Magazine, v6, n9, p100(11)

May 12, 1987

ISSN: 0888-8507 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 50871 LINE COUNT: 03856

...need to protect sensitive information on their PCs from unauthorized remote access. Locally, it has password protection to prevent unauthorized use for making outside calls. For example, if you type ATDT5551212...

...come back with "USER ID:". If you don't enter the correct ID (the default password is coded in at the factory), the modem won't dial.

AUDIT TRAIL Remote users who call a Security Modem--connected system have to first enter a user ID, then the Security Modem tells them...can also set up an audit trail to catalogue all attempts to get into the system, as well as track all calls made locally with the Security Modem.

The modem stores up to 25 security user IDs and callback numbers in a buffer backed up by a lithium battery. In addition, 16 general-purpose...

...for the number to dial in the general-purpose buffer. To alter user IDs and **callback** numbers in protected memory, you use the percent sign in place of the exclamation point...about average (\$445) for the thrill of speeding along at 2,400 bps. --Chris Johnston

Code -A-Phone Corp.

You say you want the indicator lights and flexibility of an external

...

...and send data at the same time? You say you want Hayes compatibility? Well, the **Code -A-Phone Tel-A-Modem** is for you.

Code -A-Phone, a long-time maker of telephones, answering machines, and other telephone accessories, has...

...without cluttering my desk with its normal complement of two phones and a modem.

Code -A-Phone has made a unique product that combines the virtues of an internal modem...

...status LEDs) and throws in a perfectly good desk phone to boot. My suggestion to **Code -A-Phone** is to introduce a 2,400-bps version of the **Tel-A-Modem**...standard to 19,200 bps, the Fastcomm modems use a 32-bit CRC (cyclic redundancy **code**) instead of the more usual 16-bit, according to the company.

Unlike the high-speed...1,200-, and 2,400-bps speeds, it recognizes the European CCITT specifications. It has **password** protection, works in transparent synchronous mode with an optional cable (\$99), and it has built

...

...MMP error correction. The stripped-down version has a buffer large enough to hold a **password** and one phone number--useful for synchronous applications in which one number is often dialed to its product, such as the analog and digital self-tests. For example, **password** protection is initiated simply by typing AT N and the **password** in command mode. One great feature is that unlike most other modems, the Acculine 224...

...Hayes AT command set.

Besides offering the full spectrum of commands for dialing, speaker adjust, **code** display, and call originating and receiving, all four models can handle the PBX calling environment...25-pin RS-232 connector at the front end, a battery compartment near the other end, two **phone** jacks and a transformer plug on the rear, and a bright, screaming-orange plastic body...Professional 2400 offers a number of extras. It can require incoming callers to give a **password**, and it can sense dial and busy tones. Although the modem does not offer a...directory. Other features included in Mite are binary transfer protocols such as Xmodem and a **password** -protection scheme for incoming calls.

THE LOWER-COST XE SERIES In addition to its Professional...

...our Hayes compatibility tests, except for one minor instance where it gave an incorrect response **code** after it executed a command. Extra features include the ability to sense dial and busy...corrects errors in data transmission.

The Datalink 2400 offers one other winning feature: it can **store** 20 telephone numbers for **dialing** in its nonvolatile memory.

SUBSTANTIAL EQUIPMENT Overall, the Datalink is a more substantial piece of...communicate at 2,400 bps under the v.22 bis standard. In addition, its result **code** compatibility is extended through level 10.

If the name is not important to you--or...

...of the modem and the usually good response you get, you may want to simply **hang up**, **call** again, and hope for a better line.

Another Transend offering is the PCM2400, which operates...find in good communications software but not in a modem.

The Visionary modem can receive **calls** and **store** them in its 8K (48K optional) buffer until you read the buffer with your PC. It can require a **password** before granting access and even has a **dial - back** feature for greater security. (See "For Your Ears Only: PC Security Modems," PC Magazine, Volume...

...modem will call up and log in for you. You can even program it to **call** MCI Mail (or some other **service**) and download all your messages. Users of

mail services with day and night rates can...tone used by MCI and other long-distance carriers for you to dial your access code . These options allow you to use the special features of your PBX or speed up...

...to be reset from a tone telephone; the modem can also require a Touch-tone password to be entered before it sends carrier in the auto-answer mode. The RAM buffer...

15/3,K/45
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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02948729 SUPPLIER NUMBER: 04646597 (USE FORMAT 7 OR 9 FOR FULL TEXT)
For your ears only; PC security modems. (includes articles on modem testing, computer security) (evaluation)

Marks, Howard

PC Magazine, v6, p241(6)

Feb 24, 1987

DOCUMENT TYPE: evaluation LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2100 LINE COUNT: 00160

... solution is to provide security through the communications software on the PC. This usually means password protection. Unfortunately, the designers of operating systems and communications software for the PC often add...

...passwords left by the system designer, which work on all copies of that software) to password files stored as plain DOS text files that can be read by anyone who logs...

...the modems reviewed here provide levels of data protection ranging from simple passwords to full callback . Other modems offer these capabilities as well; look for reviews in an upcoming issue.

PASSWORD SECURITY Both the Cermetek Security Modem, from Cermetek Microelectronics, and Anderson Jacobson's AJ 2412-AD3H store up to 24 passwords and require the caller to enter a password before he is given access to the host PC. They prevent unauthorized people from using...

...is nothing to forget. The answerback process is simple. When the host system answers the call , it sends a code to the caller called WRU for who are you. When the caller's system receives...

...used for many years by the Telex network and is well proven in the field.

CALLBACK PROTECTION Callback protection verifies your location. After you have entered your password into a callback system, the host computer will hang up the phone and call you at the number associated with the password you entered. Both these modems insert a random delay before dialing, to further confuse unauthorized users.

While callback systems are generally considered to provide the ultimate in security, they also create obstructions. Since the host computer calls you back, callback security is not appropriate for users with acoustic couplers, for traveling salesmen, or for other...

...are some significant differences between them. Both of these modems are Hayes compatible and provide password and callback protection if desired. All the security features of each modem can be either selected or disabled.

The AJ also protects your accounts and passwords on the computers you call . The modem can store your log-in scripts for MCI Mail, your corporate mainframe, or other services you may...

...they are available to anyone using the PC. Most communications programs will even display your password every time they log on. Since all access to the memory of the modem requires the supervisor password , even people with access to your PC will not have this sensitive information. Your assistant can even call the services without ever knowing the password .

All the options on the AJ modem can also be reprogrammed via the phone line...

...differences between the two is the way in which stored information such as passwords and callback numbers are reprogrammed. The Cermetek Security

can be programmed only when its key is inserted, while the AJ 2412 requires a master password .

The advantage of both these modems is that they provide a reliable measure of security...

...In Short:A 1,200-bit-per-second external modem with security features including keylock, password , and callback .

AJ 2412-AD3H

Anderson Jacobson Inc., 521 Charcot Ave., San Jose, CA 95131, (408) 435...

...In Short:A 2,400-bit-per-second external modem with extensive security features, including callback and password protection.

SOUNDING OUT THE MODEMS

If the telephone line to your house is quiet enough...carrier tone.

Once he has your phone number, the hacker will begin to attack the password protection on your system. Password systems vary greatly as to the degree of protection they provide. The best ones require both an account number and a password before they will report an incorrect entry. This prevents a hacker from knowing when he has guessed a correct account and bad password . The system should also allow only a small number of tries before disconnecting; this prevents...

...the hacker has the names of logged-in users, he just needs to guess the password for one of them.

Users also make the hacker's job easier by using easy...

...and programmer's terms such as FUBAR.

Hackers even have techniques that work with some callback security systems. Some callback devices can be defeated by sending a dial tone down the line, so the callback device will think it is dialing when the caller is really still connected. Callback devices that use a second line to make the return call cannot be fooled by this technique.

The hacker can be defeated by making his life...

...t give in to their usual techniques. The first line of defense is a good password system: avoiding common passwords, changing passwords occasionally, and promptly disabling passwords of people no longer...

15/3,K/46

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02879410 SUPPLIER NUMBER: 04473943 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Asynchronous communications: shopping for software. (communications software) (evaluation)

Stone, M. David; Barr, Christopher; Brown, Bruce; Bryan, Marvin; Davis, Stephen Randy; Harts, Bill; Helliwell, John; Johnston, Christopher
PC Magazine, v5, p126(41)

Oct 28, 1986

DOCUMENT TYPE: evaluation LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 25454 LINE COUNT: 01953

... are best reserved for other functions. Unattended remote file transfer very specifically allows users to call into a system with no one at its keyboard and initiate a file transfer. A program with unattended ...that can handle 8 bits will not accept something they see that matches a control code pattern.

Kermit solves this problem by using a 7-bit data length. When the data...beside a Dial Current Number option. Other choices include Enter a New Number to Dial, Hang Up Phone , and Get Parameter File. If you retrieve a parameter file by name, Mastercom dials the...

...choose).

You can save as many parameters files as you wish, storing the telephone number, password , and specific parameters for each service or remote system. This approach permits many more listings...for each on-line service. One nice feature is that the parameter files can be password protected. Although only the function-key definitions are encrypted, this is sufficient to keep valuable...

...on-line, since Morse's string handling is so limited, you can't enforce a password. Anyone who happens to dial into the waiting system can do anything he wants, including...

...script file might contain commands to dial a remote system, connect, log on, issue a password if necessary, scan for messages, and ask for files to be downloaded. There is no...retries nine times at 5-minute intervals.

Get! has an assortment of usertailorable features, including password protection and predefined mailbox scripts. Currently, Get! ships with scripts for ATT Mail, CompuServe, Gem...

...that mail is another story entirely. You must toggle into Get!, tell the modem to hang up the phone and hit F9 (auto-log-on), and then Get! calls up the service again and lets you log on by hand. Finally, you can get the mail. Why...

...able to automate your use of Dow Jones News/Retrieval, CompuServe, and other on-line service calls within 10 minutes of installing BackComm; complete novices may require another 10 minutes to run...keeping running logs of time spent on-line with automatic calculation of user-defined rates; password protection and file encryption; and file squeezing and unsqueezing.

All this power isn't cheap...set before you dial the number and are reset to defaults once you've finished dialing. Unfortunately, the only way to store defaults is by 'cloning' the entire program. I can easily envision five or six clones...during the process or interrupt the log-on sequence (say, to type in a secret password) and then resume.

SOPHISTICATED MACROS Omniterm 2 does have a sophisticated macro facility that allows...connecting with other computers. If you wish, however, you can configure this menu item for calling a seventh on-line service.

SIMPLE FILE TRANSFER Transferring files while connected to an on-line service is very simple...

...Bureau of Standards) protection method. Anyone receiving a DES-protected file must know the file password and have a program capable of decoding the file.

PFS:Access cannot be configured for...

...set up your computer and modem for remote access. You or anyone else with a password can call the properly configured computer to upload or download files or to run a...make the operation of the program itself invisible to users.

With Hyper Access's complicated password routines, you could, for example, require a caller to enter the proper password and then wait for a callback from the computer. The caller must be at the authorized phone number that accompanies the password in order to establish connection.

UNATTENDED CALLING You could also program Hyper Access to handle...

...The first time you use any of these scripts, you type in your name and password in response to screen prompts. The program automatically memorizes this information and furnishes it for you the second time you access that particular service.

DIALING SCRIPTS You can change or add dialing scripts at any time without programming, simply by...

...in a matter of seconds, such data as the number to be called and the password.

Hyper Access specifically supports 20 different modems listed by name, but you can use any...power of office telecomputing with plenty of sophisticated features like start-remote access and automatic call-back. Telpac offers great communications and screen versatility with bit-rate ranges from 50- to 38...

...thing again.

Telpac's remote-access feature, however, is especially useful. The host PC is password protected with three levels of security. The lowest level allows callers to access the host...

...set in the security editor. Access to that editor is in turn controlled by a password, so that only ...1200' to a third label, which continues the log-on process.

Although Telios offers no password protection for script files, keyboard input at critical times is possible. Instead of incorporating your

...

...your script files where everyone can read them, you can have the files read the **password** from the keyboard when they execute.

Telios offers some limited DOS access. Normal housekeeping chores... has some "gotchas," though. The first time I used it to set up parameters for calling the PC Magazine Interactive Reader Service, I neglected to specify in these parameters that I wanted Xmodem file transfers. When I... the Relay Gold menu by pressing Esc. If you actually have to send the escape code to an on-line service or bulletin board, that's the F2 key.

The manual...at it.

You can also set up Framework for remote access. You may specify a **password** to limit access to your system when you leave it unattended. When remote users dial in, they must supply this **password** to gain access. Once in, they can control your machine by sending a trigger character...

...you encrypt a worksheet file to prevent others from retrieving it and obtaining a stored **password**, but you can't encrypt ...or the tutorial.

Photo: The commands highlighted here have just been selected in preparation for calling up a service. All available Smartcom II "sets" are listed below. The F2 function key calls up a...

15/3,K/47

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02746098 SUPPLIER NUMBER: 00655559 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Buffers that Boost Communications Potential.
Stone, M.D.
PC Magazine, v4, n23, p185-187
Nov. 12, 1985
ISSN: 0888-8507 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4404 LINE COUNT: 00331

... in the group.

The dialing directory on the 512K buffer will let you attach a **password** to each of the first 52 directory entries. You can then use that **password** in one of two ways. First, the buffer can ask the caller for identification by name and **password** when signing on to the system. (The caller gets three tries before the buffer hangs up the phone.) A second level of security also demands identification by name and **password**, but then hangs up the phone and calls back, using the number stored in the phone directory.

A second group of commands lets you...more limited capability for memory expansion, the 64K version lacks the printer buffer feature and **password** security features of the 512K buffer. As of this writing, Prometheus is assuming that the...queue.

The communications buffer also has a few features worth special note. The buffer includes **password** protection, using a different **password** for leaving messages and for reading them. You can give out a phone number and **password** for leaving messages and still be reasonably sure that you're the only one who...

...complete e-mail system that the ProModem 1200 offers, but thanks to the Transet's **password** protection it could serve as a convenient, reasonably secure mail drop, or even as a...

15/3,K/48

DIALOG(R)File 47:Gale Group Magazine DB(TM)
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02745909 SUPPLIER NUMBER: 04001088 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Pay me now or pay me later. (true story by a child support collection agent)
Stone, Carl H.
Playboy, v32, p116(6)
Nov, 1985
ISSN: 0032-1478 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 4699 LINE COUNT: 00328

Ginger R. DeMille

... goons, but the CSEU is gaining on them.
My conduct is not governed by a code of ethics
or even by the concepts of justice or fairness, only by the statutes
...

...pick up the receiver. "Child Support; can I help you?" , The fellow on
the other end of the phone isn't happy.
"You goddamn sonsabitches can't do this to me! It ain't...

...too far off; and when he sees what's left of his check, he'll call
back . My job is to enforce an existing order for support, and the
procedure is simple...

15/3,K/49
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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02729386 SUPPLIER NUMBER: 04019315 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Buffers that boost communications potential. (evaluation)
Stone, M. David
PC Magazine, v4, p185(7)
Nov 12, 1985
DOCUMENT TYPE: evaluation LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 4404 LINE COUNT: 00331

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15/3,K/50
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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02672095 SUPPLIER NUMBER: 00593975 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The Best of 1984 and Some of the Worst.
Krasnoff, B.
PC Magazine, v4, n1, p139-149
Jan. 8, 1985
DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 8133 LINE COUNT: 00614

... different purposes: C is best for systems programming, where the
primary needs are for tight code generation and total control by the
programmer of what's going on. The Lattice C...

...respects, and in my opinion noticeably better than any of its
competitors.

Lattice C generates code that is quite compact and fast-running;
the closest competitor in my tests generated code that was about 10 to 15
percent bulkier. The most important requirement, though, for a...

...s going on in the programming environment. Lattice C meets this need by providing source code for the program prolog (or entry code), which helps any programmer expert enough to tinker with the entry code. Lattice C also lets the programmer freely choose between creating COM or EXE program files...not in . . . at the beep" message. In turn, she can berate me all she wants, hang up, feel guilty, call back, and edit her remarks.

Because it incorporates a communications program, Watson includes a phone directory...MCI Mail thoughtfully provides some personal touches: the ID number is my name, and the password that I use has an easy-to-remember tilt to it.

I must confess, however, that much as I love MCI Mail, I also hate it: Once the ID and password are entered, following the commands (in either Basic or Advanced) occasionally leads to endless logic...

15/3,K/51

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02655086 SUPPLIER NUMBER: 03596403 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The best of 1984 and some of the worst. (Microcomputers and software)

Krasnoff, Barbara

PC Magazine, v4, p139(19)

Jan 8, 1985

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 8133 LINE COUNT: 00614

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15/3,K/52

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02596736 SUPPLIER NUMBER: 00590264 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sleuth: Security Device Helps Micros Repel Hackers.

Ray, G.

PC Week, v1, n30, p62

July 31, 1984

DOCUMENT TYPE: evaluation ISSN: 0740-1604 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 807 LINE COUNT: 00063

...ABSTRACT: A new generation of security devices was recently developed for microcomputer installations. Sleuth is a 'dialback' device that intercepts telephone calls from originating computers, requests certain information, hangs up the phone and calls the originator at a

specified number from a **password** list. This access control will automatically sever a telephone connection. Sleuth is compatible with virtually...

TEXT:

...a source of entertainment. there's nothing more fun, it seems, than cracking a computer **password** at 4 a.m.

... devices, sleuth, from C.H. Systems (formerly known by the moniker Sherlock, Esq.) is a "dialback" device that attaches to the stand-alone versions of the Hayes Smartmodems 300 or 1200.

A dialback device intercepts a telephone call from an originating computer, asks the operator for certain information, **hangs up** the phone and calls the originator at a specified telephone number found in the **password** list. That Certain Something

The catch is that the caller has to have that "certain information" for system access, probably a user name and a randomly selected **password**.

In addition, with what is perhaps the most ironic twist in all of computerdom, should a hacker be savvy enough to crack a name and **password** combination, the dialback device will automatically sever the connection. It will then proceed to dial the telephone number...

...all likelihood, the hacker will not be at that number.

with Sleuth, or any other dialback device, recognized callers can use the computer at will. Other callers whose names, passwords and...

...deleting and changing user information. Access to system-administration function is protected by a master **password**, and the programs that allow customization are, again, permanently embedded in ROM. No Frills

Although...

15/3,K/53

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02596012 SUPPLIER NUMBER: 00566017 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A Tale of Two Modems.

Derfler, F.J.Jr.

PC Magazine, v3, n16, p237-238

Aug. 21, 1984

DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3764 LINE COUNT: 00283

... computer and watch for special codes telling it to dial a number, answer the ringing phone line, **hang up**, and perform other setup and maintenance functions. The software designed for this modem can be...

...data diskette fills up with my endless prose), I would have to terminate the data call, **hang up**, and call back on the voice number. All of this dialing and redialing is time consuming and expensive...human voice.

A few commands set 19 different operating parameters in the POPCOM, including the code used to get the POPCOM's attention when it is on line, how long it...

...wait for a data connection to be established, and how long it will wait before **hanging up** if the data call is somehow disrupted. This latter feature comes in handy for those with "call waiting" on...

...will turn on its speaker and the other person will hear you voice. Lifting the receiver at that end turns off the speaker. When you put the phone back on hook, the POPCOM tries...

...consultation service for POPCOM users. The manual includes a troubleshooting card to fill out before calling the service. (Many problems with modem systems involve cables and connections and are relatively easy for an...has a valid computer connection, it will go into the data mode. The PC: IntelliCom user **hangs up** the phone and pushes the F1 key to establish a data connection. If the connection moves from...

15/3,K/54

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02595901 SUPPLIER NUMBER: 03367568 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sleuth; security device helps micros repel hackers. (evaluation)

Ray, Garry

PC Week, v1, p62(1)

July 31, 1984

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 807 LINE COUNT: 00063

TEXT:

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15/3,K/55

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02582541 SUPPLIER NUMBER: 03431765 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer security; issues & answers. (Advertising supplement)

Datamation, v30, pCS1(11)

Sept 15, 1984

CODEN: DTMNA LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 8026 LINE COUNT: 00657

... ID, no entry. In addition to an operator ID, a user must supply the right password, which may be changed regularly.

with integrated software systems, each individual system has its own ...to software systems can be viewed as the "hard" or physical aspects of security. A call-in phone system may include automatic dial-back programs that make certain a user calling into the mainframe is at an authorized telephone. Other systems may terminate a call if a user is unable to give the proper password within a certain period of time.

More and more companies are using special devices and...

...to identifying the user. Software systems used to require an individual to supply a special password each time they wished to get certain information. Now, once a user has been identified...

15/3,K/56

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02581136 SUPPLIER NUMBER: 03408256 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Smart phones.

Changing Times, v38, p37(3)

Sept, 1984

CODEN: CNGTA ISSN: 0009-143X LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT
WORD COUNT: 1908 LINE COUNT: 00142

TEXT:

...100, but even some models under \$80 allow you to use an alternative long-distance service by pressing two buttons per call instead of the 20 or more required in most areas.

... you plan on using an alternative long-distance service, bank-by-phone service or other service that requires tone dialing. By calling the local computer-access number on the pulse setting and then dialing your authorization code on the tone setting, you can avoid paying the addition \$1 or more that local phone companies charge every month for tone service.

* Automatic dialing. The lowest priced phones with this feature will store about ten telephone numbers using the...
...company.)

You generally have to pay more for a phone with separate buttons for automatic dialing. Many models let you store telephone numbers up to 16 digits long, and some of Panasonic's store up to...

...recall them for automatic dialing, you type in the person's name rather than a code number. This phone has a key lock, automatic redial and other advanced features and carries...

...redial feature you don't even have to push the button; the phone will keep calling back until your call goes through.

* Speakerphone. If you often listen to lengthy recorded messages or
...

...when a recording tells you to "wait for the next available service agent," you can put down the receiver until someone comes on the line. A speakerphone also lets you dial and redial without...

...up and pick up the call on another extension without having to go back and hang up the first receiver.

Three phones made by Mura Corp. have a MasterHold feature that can put every phone...

...machines are separate from the telephone, you can get combination models from such companies as Code -A-Phone and Panasonic.

* Separate add-ons. Having the features built right into your phone
...

15/3,K/57
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02579933 SUPPLIER NUMBER: 03397106 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A tale of two modems. (evaluation)

Derfler, Frank J., Jr.

PC Magazine, v3, p237(8)

Aug 21, 1984

DOCUMENT TYPE: evaluation LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 3764 LINE COUNT: 00283

... computer and watch for special codes telling it to dial a number, answer the ringing phone line, hang up, and perform other setup and maintenance functions. The software designed for this modem can be...

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...will turn on its speaker and the other person will hear you voice. Lifting the receiver at that end turns off the speaker. When you put

the phone back on hook, the POPCOM tries...

...consultation service for POPCOM users. The manual includes a troubleshooting card to fill out before calling the service. (Many problems with modem systems involve cables and connections and are relatively easy for an...has a valid computer connection, it will go into the data mode. The PC: IntelliCom user hangs up the phone and pushes the F1 key to establish a data connection. If the connection moves from...

15/3,K/58
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02579702 SUPPLIER NUMBER: 03329411 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Thwarting the hackers.
Troy, Gene
Datamation, v30, p116(7)
July 1, 1984
CODEN: DTMNA LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 3295 LINE COUNT: 00260

...desirable first level of protection on any computer system is some form of user identification code and passwords, which are administered by the operating system to govern log-on access to...

...so users can easily remember them and avoid writing them down. A five-digit alphanumeric password would have 36 to the fifth power (60,466,176) possible combinations. In security jargon...

...seldom a good practice to permit users to assign their own passwords. A review of password files in systems using this approach often shows that the effective key space is trivially small. People tend to use personal names, dates, and other readily guessed information. That type of password system is very easy to break.

The second requirement for effective log-on security is automatic disconnection of the incoming terminal line after a small number of invalid password attempts have been made. The usual limit is three to five attempts. This disconnection, which...

...time required to perform a brute force penetration by a year or more, depending on password characteristics. The programmed attack favored by hackers is then rendered useless. A related and very valuable feature is automatic deactivation of a user identification code if it is used in multiple, invalid log-on attempts.

The third requirement for log...PPDs have on-board microprocessor intelligence, which is used to add a layer of external password protection to any communication line. The PPD will require a potential dial-up terminal user to enter some form of password as a first step toward connecting with the host computer. The PPD then matches this password code with a table of valid user codes stored in its own memory. If the match...

...with the host and permitted to go through the routine log-on sequence. If the code provided by the user is invalid, the user cannot access the host, and the call is terminated.

The important point to remember with these units is that this password checking is completely external and independent of the host computer system. The potential user cannot even contact the host unless the initial password code is correct. Most of these devices are also resistant to the brute force password discovery attack described earlier. Of course, once users pass the obstacle of the PPD, they...

...operating system and application programs.

The PPDs discussed in this article do not protect the password or any data passing between the terminal and host from monitoring by unauthorized parties, i...

...be used on all external communications lines. EXTRA SECURITY FEATURES

In addition to the special password required, most PPDs have one or more extra security features. Some camouflage the telephone line...

...for switching over to the direct-connect modem after clearance to the host is given.

Callback is a feature available on several PPDs, such as the Tri-Data Oz Guardian and...

...number. A PPD equipped with this capability can keep a person who has stolen its **password** from masquerading as a valid user. To do this, the PPD independently places a return call to the expected terminal location once it verifies the **password code** on the first call. For example, the user would dial the computer telephone number, engage in dialog with the PPD, enter the **password**, and would then be instructed to hang up. The PPD would scan its internal table to check the **code**'s validity. For each valid user, the table in memory would contain both a **password** and an associated telephone number. Within a few seconds, the PPD would place a call...

...and proceed to connect the user to the computer's modem or port.

While the **callback** feature does provide an additional layer of communications security, it also causes some problems. One...Lockheed-Getex Data Sentry and the Intergrated Applications Entercept, permit the user to enter the **password** directly via a terminal keyboard. These PPDs operate on the digital side of the modem...

...automatically makes connection to the terminal through the modem. The user must then key the **password** on the terminal keyboard.

Using the terminal rather than the telephone to enter the **password** has a very important advantage for high-security applications, because a much larger selection of characters are available for use in the **password**. The keyspace for devices of this type may include most of all the 128 ASCII...

...numbers, special and graphics symbols, and even nonprinting "control characters." A short five-character ASCII **password** can have a keyspace of over 34 billion combinations. This lies in contrast to a...

...has a maximum of 12 available characters (0 to 9, #, *). A five-character, touch-tone **password** would have a keyspace of less than one-quarter million, well within brute force cracking...

...International Anasazi's Barrier protects a similar telephone line or port and stores one ASCII **password code**, which all users share. The Digital Pathways Defender II, on the other hand, protects up...

...These single-line devices cost about \$500 each, with a separate autodial modem (required for **callback**) adding another \$600. For multiple-line devices, the cost per line on small configurations is...

...power supply components, with circuit boards added as required for more telephone lines and user **password** tables.

Fig. 2 lists 11 currently known manufacturers of PPDs and their devices, along with...

...identification codes and passwords, failed access attempts, and security event logging?

2. Do I need **callback** authentication? Will the shift in telephone charges be burdensome? Will users put up with the...

...Am I willing to pay the additional salary overhead costs for maintaining tables of user **password** codes and possibly also **callback** telephone numbers for each user?

7. Is it likely that dial-up communication will be...

...computer security administration practices. It is just as easy to be lax in maintaining PPD **password** tables, thereby causing major security risks, as it is to be ineffective

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02512591 SUPPLIER NUMBER: 03243882 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Pirates on the boards; electronic bulletin boards run by computer hackers

seem more secure that the machines they raid.

Myers, Edith

Datamation, v30, p61(2)

May 1, 1984

CODEN: DTMNA

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1077

LINE COUNT: 00085

... many as three levels of access authorization--open, private, and secret--are used and typical password systems use randomly generated, six-character codes instead of more easily decipherable English words.
The...

...things coming on the market now are knee-jerk reactions," Campbell says. He specifically dislikes callback-type devices. "Number one, they make it inconvenient for the user, and number two, the main computer site dials back and bears the cost of the phone call."

Callback security devices, such as Defender II, introduced last September by Digital Pathways Inc., Pablo Alto, Calif., are designed to prevent unauthorized dial-in access to computer systems, via a callback procedure. With Defender II, users attempting to access a system are asked for identification. Defender...

...validity of the ID and tells the caller to hang up and wait for a callback. The unit then calls the user at a previously authorized phone number for the ID...

...when this would have been convenient."

This month Getex will begin delivering Data Sentry, a callback intelligent modem. "If you want to call a computer that Data Sentry's guarding," says Davis, "it first asks your phone number. Then it hangs up and checks its list of authorized phone numbers. If yours is authorized, Data Sentry dials back and asks you for the password. If you don't enter the right password in three tries, Data Sentry hangs up and won't let you call back from that number."

A companion Getex product, Remote-ON, lets users with the right password turn their computers on or off from remote terminals. "Calling from a number that's...

...the authorized list is no problem," says Davis, "since users can set Data Sentry to call back any number that gives it an authorized password."

Davis says he's heard estimates of the cost of computer tampering that go as...

15/3,K/60

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02434921 SUPPLIER NUMBER: 02948777 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Alternatives in wide-area network services.

Griesinger, Frank K.

Office Administration and Automation, v44, p32(6)

Oct, 1983

ISSN: 0745-4325

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 4570

LINE COUNT: 00346

... a sales office number--use that for information. ITT has few regional offices; you can call their customer service department at 800-221-4064.

As you talk to vendors, ask them to send you...

...carrier's switch knows from where the call comes, so you do not have to input your identification code, or the seven-digit local number. Your people only dial a one- or two-digit code to secure their private line from your own switch--and then the area code and number wanted. These lines are installed for a cost in the \$100 range, and...

...served by switching equipment belonging to the carrier, or if the city has foreign exchange service that carries your call to the nearest carrier exchange. The traveler inputs the local number he has been instructed to use, then his regular identification code, and the call

goes to any point reached by the carrier. Some carriers have higher...

...the service is offered, it should be used in preference to the higher-cost Bell System Calling Card, if the carrier can take the call to the designated city.

* Accounting data. WATS...

...identify a person or a department, and a separate invoice is sent monthly for each code. DISADVANTAGES

In considering whether you should be using the competitive carriers, be sure to recognize...company line terminating at the destination office. If your OCC or resale carrier offers "universal service" this means that your call is reconnected again to a telephone company WATS circuit. Each time the call is reconnected...

...distances. These extra costs may wipe out the saving otherwise provided by the specialized carriers.

* Code theft. All competing carriers are accessed by a local telephone seven-digit number, followed by a customer-dialed four- to six-digit identification code. Employees who lose their jobs or retire could continue to use your long-distance service unless you change your code frequently.

Suggestions: Handle your OCC or resale calls through your switchboard operator. You dial her; give the distant number. She dials the carrier's number and inputs the code, then turns the line over to you. Or ask your carrier about the automatic device that accepts your dialed call and inserts the needed identification code. Only the "black box" knows the code. Unless code-changing or some other procedure is used your losses on abuse may wipe out your...

...dial the local office of your carrier, but the carrier's computer requires your identification code to be announced by touch-tone impulses. Suggestion: Your carrier may be able to suggest...

...digits to reach the carrier; a seven-digit local number; four- to six-digit identification code; ten-digit area code and distant telephone number; two digits (optional) for one of 99 accounting codes (to identify...

...sells reasonably priced automatic dialers that will input the carrier's local number and identification code. They may also store frequently called distant numbers, compressing the ten digits to an input...
...available dialers.

* Limited coverage. Depending on the carrier, the circuits may not go where your call must terminate. Try to select a carrier that offers universal service from your city to any telephone...

...selection (ARS) devices at quite reasonable cost. Your users dial a one- or two-digit code that tells your system that you wish to make a long-distance call. You then dial the area code and number. The automatic mechanism selects the preprogrammed channel for the particular area code and number you have dialed. The least expensive call would be placed over a direct...

...next try your WATS line, which provides the least-cost service to the dialed area code. If WATS is busy, the ARS would try the OCC or resale carrier of your...

...less dialing, and you will not have the problem of educating callers on the identification code numbers to use when dialing the OCC or resale carriers. The ARS obviously cuts abuse...instruct your distant offices on careful handling of the special facility. Suggestion: assign an identification code number to those authorized to call on your inward WATS circuit. Your receiving operator says: "May I have your code number, please." She has a list of acceptable codes. This discourages relatives and friends of...

...issue a credit to you if you believe a portion of those calls were unanswered calls.

* AT&T WATS service versus WATS-like OCC and resale carrier services. Many of the carriers are offering WATS...

...good management techniques, queuing, and patience on the part of your callers. The new switching system offer automatic call - back when a long-distance circuit is busy. Your user inputs a code asking to be called when the circuit is free. Most reasonable people don't mind...

...an SBS foreign exchange line at greater cost. The highest cost is Tier III (universal service), which drops the call off SBS facilities and connects to a WATS line for delivery to any telephone. Tier...

...Do not charge a long-distance call to your hotel room. Instead, use your Bell System calling card by dialing the local telephone company operator. Such a call may be charged as a local call, but you will avoid the long-distance surcharge. If you have an OCC authorization code, and the OCC or resale carrier has an office in the city, make a local call to that office and use your identification code.

2) Do not charge a long-distance call to your office phone. This is called...

...to bill that number. This slows down your call. Instead, you should use your telephone calling card or credit card. Bell System cards now carry a \$1.05 surcharge, plus the direct-dial rate.

3) If you...

...connecting you to their system. There may be a monthly service charge for your identification code, like Execunet's \$10 monthly fee.

There may be a minimum usage charge--Sprint requires...

...install a "System Access Module" (SAM), which permits the user to dial "1," then area code and number. The SAM inputs the other information to carry the call to the U...

...phone bill at home? By all means. All the carriers offer some type of residential service. GTE Sprint only restricts home calling between 9 and 11 AM on weekdays, Mon.-Fri. Other have home service after 5 PM until 8 AM at much lower rates with a \$5 monthly authorization code charge and no minimum usage. Ask the carriers for details. You'll save money over AT...
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